

WELLINGTON REGION  
EMERGENCY MANAGEMENT OFFICE

# Quarterly Report

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**1 October – 31 December 2016**



# Executive Summary

## Overview

A particularly demanding quarter, dominated by the Kaikoura Earthquake as it impacted on the Wellington region, along with the associated weather challenges that occurred over the following days.

## Wins

- 1. Kaikoura Earthquake.** On 14 November and the days that followed, the region was subject to the impact of a 7.8 magnitude earthquake (centred on Kaikoura), an associated tsunami, plus floods and slips arising from local weather events. This resulted in significant damage to buildings particularly within the Wellington and Hutt City CBDs, extensive damage to the port, plus parts of the region being cut off for several hours at a time. This caused widespread disruption and yet despite this, the majority of services, facilities, and networks were back operating (albeit some, at a reduced capacity) within 24 to 48 hours. A series of after-action reviews has been completed and the resulting report will cover the events in more detail. Notwithstanding this, it is worth making the following points which were important enablers to the region being able to cope with the most damaging series of events since perhaps the 1855 Wairarapa earthquake and tsunami:
  - **EOC Training and Exercise.** While staff numbers were short at times, those who activated as part of the six centres (ECC and up to five EOCs at peak operations) worked well in challenging circumstances. Common training across the region meant that staff from KCDC and GW were able to supplement WCC staff enabling the Wellington EOC to keep operating until the City Recovery Team assumed responsibility for recovery operations;
  - **Social media.** During the period of activation, staff made 203 facebook posts. This resulted in 10,734,262 impressions during the first week alone, with 14,595 new likes, taking the total number of WREMOnz followers to over 68,000;
  - **Preparedness Enablers.** As a result of the events of mid November, sales of 200 litre water tanks have increased to 10,989 (as at 31 Dec – up from 8,990 as at 30 Sep 16), and show no signs of abating. The manufacturer, the Tank Guy, has increased production capacity in an attempt to keep pace with demand. This represents 2,197,800 litres of replenishable capacity at no capital cost to councils, that doesn't require a functioning distribution network. As at 31 December 16, the Red Cross Hazard App has now been downloaded by 14,288 residents (up from 8,627 as at 30 Sep 16);
  - **Website.** During the period 14 to 26 November, our website getprepared.org.nz received 408,505 page views (62% by mobiles, 9% by tablets and 29% by desktops) with roughly 40% of visits originating from social media pages. The top three pages viewed were Tsunami Zone Maps (172,872 unique visits) Homepage (63,327), and Status page - what's happening (27,641). Of particular interest is that:
    - 61.5% of viewers were female;
    - Age breakdown was 18-24 11%, 25-34 30%, 35-44 26%, 45-54 18%, 55-64 11%, with 65+ 4%;
    - 79% of viewers were from NZ with the only countries with no viewers being Cuba, Greenland, and parts of Central Africa;
    - 615 people worked through all 12 steps of the Households – Get Prepared section; and
    - Of the people who checked out the zone maps, the most popular follow-up page was Tsunami Blue Lines.
  - **Tsunami Maps.** These have been upgraded to GIS format and people can now search, using the address of their home, work, school etc.

# Executive Summary

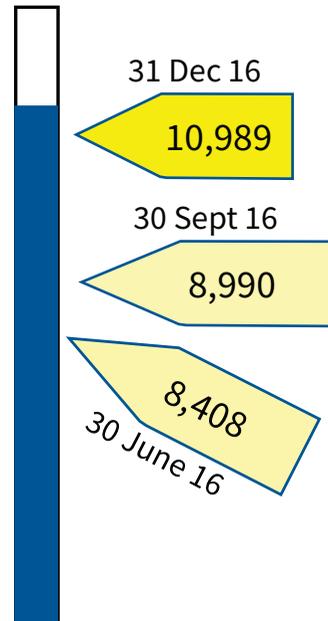
## Developments

The more notable activities progressed throughout the quarter included:

- 1. Pre-Disaster Recovery Planning.** A draft Strategic Recovery Plan was previously presented to the CEG, gaining agreement in principle for the approach proposed. This plan, developed with input from the Christchurch Recovery Lessons Learned Legacy Programme being run out of DPMC, along with international experts, Drs Laurie Johnson and Scott Miles (University of Washington) clarifies structures, roles, responsibilities, and explains how recovery challenges are different from business as usual. Aspects of the draft plan were able to be tested as part of post Kaikoura Earthquake recovery activities. Lessons learned will be incorporated into the finished document.
- 2. Community Emergency Hubs.** The events of 14 – 26 November and the impact within the community has resulted in the hub concept document being made a top priority and a programme has been formulated to engage with hub owners to implement throughout the region.
- 3. Flood Warning System Project.** Led by the GW Flood Protection team, with assistance from WREMO and GNS Science, this review of the flood warning system operating throughout the region has now been completed. Further details follow in the body of this report.
- 4. Communications review.** Following the outcome of the RFP process in late 2016, WREMO engaged an experienced radio engineer to provide professional advice to assist with the generic design of a new regional analogue VHF radio network. The engineer is in the process of preparing the specifications for repeaters, aerials, cabling, and radio hardware. These specifications will be made available to the top three contenders from the RFP process and they will be requested to submit their proposals by mid-February 2017. Subject to approval by the CEG Sub Committee and CEG in February and March respectively, a contract will be awarded to the successful tenderer with installation and testing anticipated for completion before 30 June 2017. Adding to the savings on this project, five brand new repeaters were kindly gifted to WREMO by NZTA, who acquired the radio repeaters for a proposed NZTA radio network but at the end decided not to proceed with it.
- 5. Contingency Planning.** The events of the Kaikoura Earthquake have provided an "awakening" for many in the Wellington region and the ideal opportunity to advance contingency planning with the now, enthusiastic support of other agencies/organisations. Scheduled activities for the first half of 2017 are in the process of being re-prioritised accordingly.
- 6. Continuous Improvement based on lessons learned during the Kaikoura Earthquake (and series of events).** In addition to those programmed activities which are in the process of being accelerated, there are a number of actions arising from the after-action reviews that will be incorporated in the 2017 work schedule. These include but are not limited to, enhancements to the website, EOC training programme, and ICT; better defining EOC roles and responsibilities; and improving situational awareness
- 7. Group Plan.** As a result of the November earthquake events, the planned workshops to progress the next generation Group Plan were cancelled. These will be rescheduled in the new year.

# Executive Summary

## Water tank sales



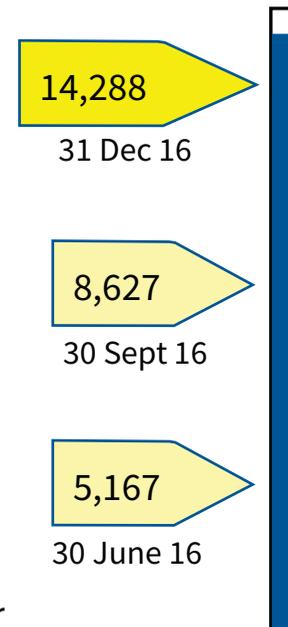
The events of November have seen unprecedented levels of demand for the 200 litre water tanks. Over 1800 tanks were ordered in the month following the Kaikoura Earthquake. In order to keep up with demand the manufacturer (The Tank Guy) has hired additional staff and is running an additional overnight production shift. We also acknowledge the efforts and support of the councils in the distribution of the tanks.

The Tank Guy has also been working with Wellington Water and other water tank manufacturer's in New Zealand to investigate how large numbers of water tanks, of varying sizes, could be manufactured and distributed into the region after significant disruption to the region's water supply.

Four alerts were sent on the morning of the Kaikoura Earthquake, three in relation to the tsunami situation and one to recommend that commuters not come into the Wellington CBD that morning.

Alerts were not sent for the potential tsunami caused by Solomon Island or Papua New Guinea earthquakes as analysis indicated the tsunami would not impact the Wellington Region. Given the timing of the events (late evening), we did not wish to specifically wake and alarm people for a non-threat. Information for these events was available on social media and our website.

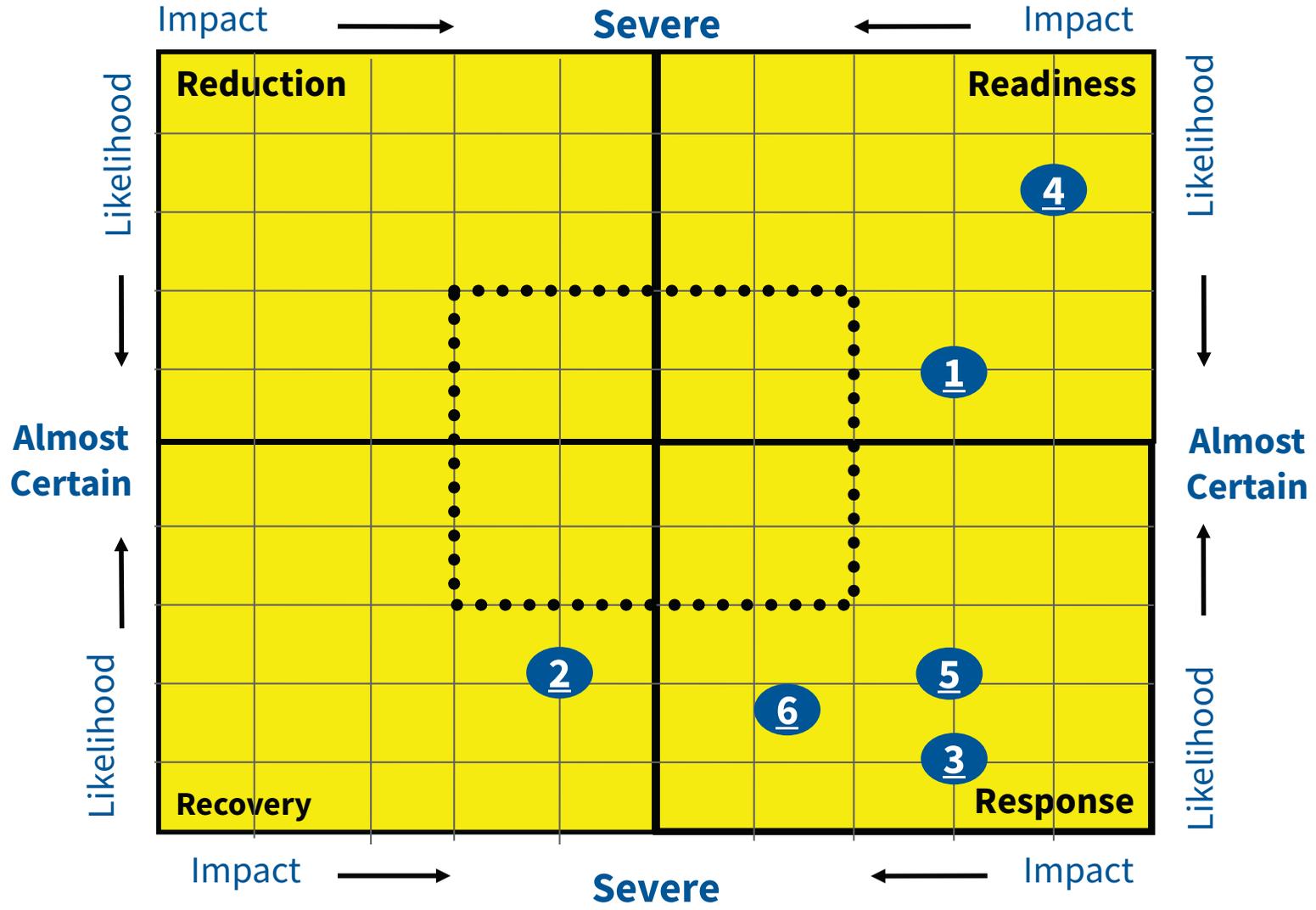
## Red Cross Hazard App downloads



# Executive Summary

Risk Matrix as at 31 December 2016

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



SUMMARY

COMMUNITY RESILIENCE

OPERATIONAL READINESS

BUSINESS & DEVELOPMENT

# Executive Summary

## Risk explanation and treatment

1. As time elapses since our last significant emergency, public interest in resilience building initiatives wanes. It is vital that we take advantage of the renewed focus by both public and private sectors along with people within our communities, arising from the Kaikoura earthquake series of events. A series of project teams encompassing central govt, local govt and Lifeline organisations is currently addressing this.
2. The lessons arising from both Christchurch's recovery and our own recovery programmes, post the Kaikoura Earthquake, must be incorporated into a framework tailored for the Wellington region. Our draft Wellington Region Strategic Recovery Plan will be amended to take account of lessons arising from the events of the past couple of months.
3. The original direction was that analogue CDEM VHF radios and repeaters were required to be replaced by 2018. The project to address this should be completed by 30 June 17.
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 is to be held – now rescheduled for 2017.
5. The events of 14-25 November and the need to operate five EOCs and an ECC concurrently; in the case of Wellington's EOC, for an extended period of time has highlighted the importance of having sufficient trained staff, available and willing, conduct this vital role. For some time now the numbers of staff attending EOC training has been diminishing. This matter will be considered as part of the After-action Report – both in terms of quantity and representation from management.
6. Health and Safety – answers to key CDEM H&S factors as they relate to CDEM, were promulgated in the 30 June 16 report.

## Risks since removed from the matrix

Sustainability of response structures

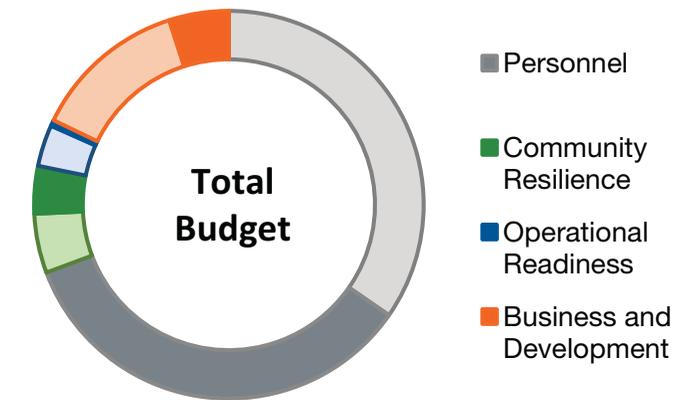
Inadequate operational connectivity

# Financial Summary - As at 31 December 2016

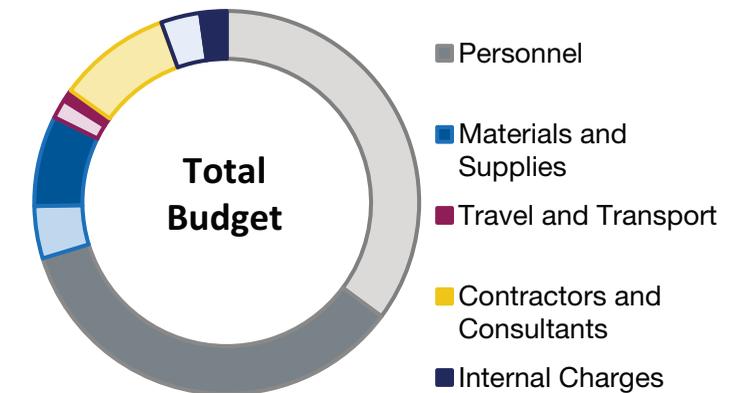
WREMO Income Statement For the 6 Months 31 December 2016	YTD as at 31 December			Full Year Budget \$000
	Actual \$000	Budget \$000	Variance \$000	
Rates & Levies	446	428	18	856
Government Grants & Subsidies	-	-	-	-
External Revenue	1,045	1,096	(51)	2,191
Investment Revenue	4	4	0	7
Internal Revenue	-	-	-	-
<b>TOTAL INCOME</b>	<b>1,494</b>	<b>1,527</b>	<b>(33)</b>	<b>3054.1</b>
less:				
Personnel Costs	1,032	1,053	22	2,107
Materials,Supplies & Services	230	234	4	467
Travel & Transport Costs	30	40	10	80
Contractor & Consultants	3	143	140	285
Internal Charges	68	82	14	164
Total Direct Expenditure	1,363	1,551	188	3102.1
Financial Costs	-	-	-	-
Bad Debts	-	-	-	-
Transition Costs - operational	-	-	-	-
Depreciation	36	26	(10)	52
Loss(Gain) on Sale of Assets / Investments	-	-	-	(20)
<b>TOTAL EXPENDITURE</b>	<b>1,399</b>	<b>1,577</b>	<b>178</b>	<b>3133.7</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>96</b>	<b>(50)</b>	<b>145</b>	<b>(80)</b>
Add Back Depreciation	36	26	10	52
Other Non Cash	-	-	-	-
Vehicles and other plant purchases	-	-	-	(300)
Net External Investment Movements	-	-	-	-
<b>NET FUNDING BEFORE DEBT &amp; RESERVE MOVEMENTS</b>	<b>132</b>	<b>(24)</b>	<b>156</b>	<b>(328)</b>
Debt Additions / (decrease)	-	-	-	-
Debt Repaid	-	-	-	-
Reserve Investments Interest	(4)	(2)	2	(7)
Reserve Investments Transfer Out	-	-	-	335
<b>NET FUNDING SURPLUS (DEFICIT)</b>	<b>132</b>	<b>(30)</b>	<b>150</b>	<b>-</b>

Personnel is now more closely aligned with the budget as the annual market adjustments took effect 1 September 2016. Materials and Supplies have now levelled out as expected following the significant spend at beginning of the financial year on annual contracts (such as radio advertising).

Portion of budget spent - By team



Portion of budget spent - By category



Balance of reserve as at  
31 December 2016  
\$172,000

# Community Resilience

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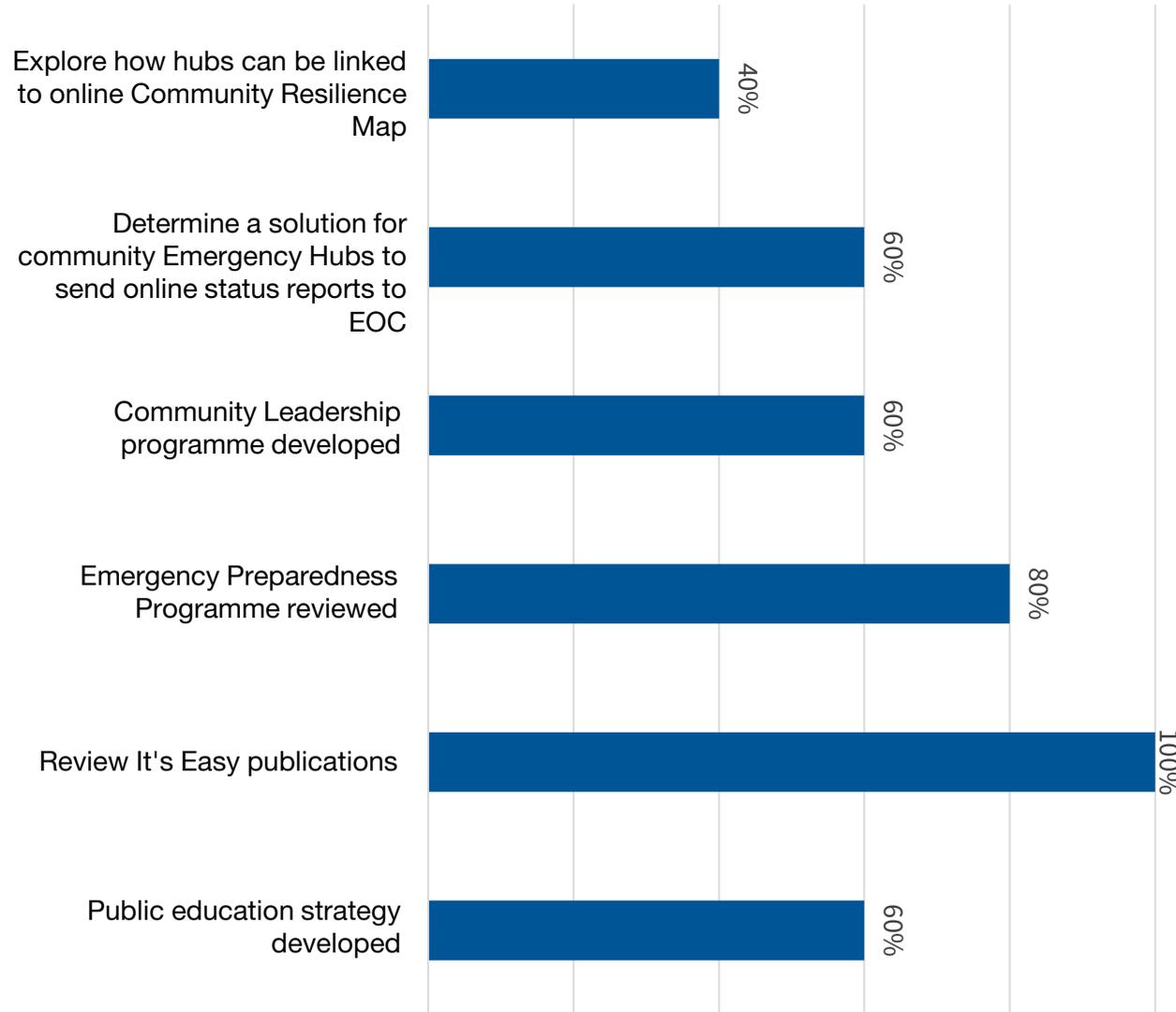
Regional update



# Community Resilience

- The Community Resilience team has been heavily involved in the response and the transition to recovery for the Kaikoura Earthquake. While the EOC response was still underway, there was a significant increase in preparedness requests from the public. By the end of the first week, work programmes had been recalibrated for the end of the quarter to account for the new demands generated by the earthquake.
- Much of team's work over the last several years came into fruition during the earthquake. Several communities throughout the region activated their local Community Emergency Hub based on the previous planning and exercises that had occurred in their suburb. In most instances, this was done on the community's perceived needs and their initiative. In Porirua, the council partnered with the community to activate a Hub as part of their response to the floods. In each instance, the outcome was positive and reinforced the latent capacity that exists within our communities to respond to an emergency event. Other programmes such as 200L rainwater tanks, interest in community preparedness training and symposia have had a huge surge of interest. Several offerings have been brought forward to capture peoples' interest. The Business Continuity Planning workshops have been particularly popular. We will continue to offer these into the new year.
- WREMO's use of social media has once again proved to be hugely beneficial in the response and recovery. The page now has a following of more than 68,000 people. At the height of the response, posts were reaching more than 298,000 people. The team communicated urgent emergency information like tsunami warnings, important updates regarding transportation and building safety as well as supportive posts that helped people make sense of the emotional stress they were experiencing, as well as where to find support for a wide number of issues throughout the recovery. WREMO's Facebook and Twitter accounts continue to receive strong support by the public as a result.
- Finally, four months after completing the Draft Strategic Recovery Framework, it was thrust into use as a result of the earthquake. WREMO organised a meeting of most of the recovery managers on the first day and following the guidelines of the draft framework, there was consensus that this event was a Level 3 activation – multi-council impacts requiring regional coordination support services. With most of the impacts centring on Wellington City, the emphasis was largely concentrated in this jurisdiction. Wellington City Council has used and evolved the framework to create its Local Recovery Strategy. WREMO has since met with other Local Recovery Managers to walk them through the framework and provide support as required. In the new calendar year the role of Recovery Coordinator will commence to help guide councils through the recovery planning process both for this event and future ones. The earlier planned pre-disaster recovery planning across the region will begin in earnest in the new year.

# Community Resilience



## Aged Residential care Symposia



## School-based Symposia



## Prepared Business symposia



## Prepared Apartment symposia



Completed previous quarters
  Completed this quarter
  Remaining to be completed

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

SUMMARY



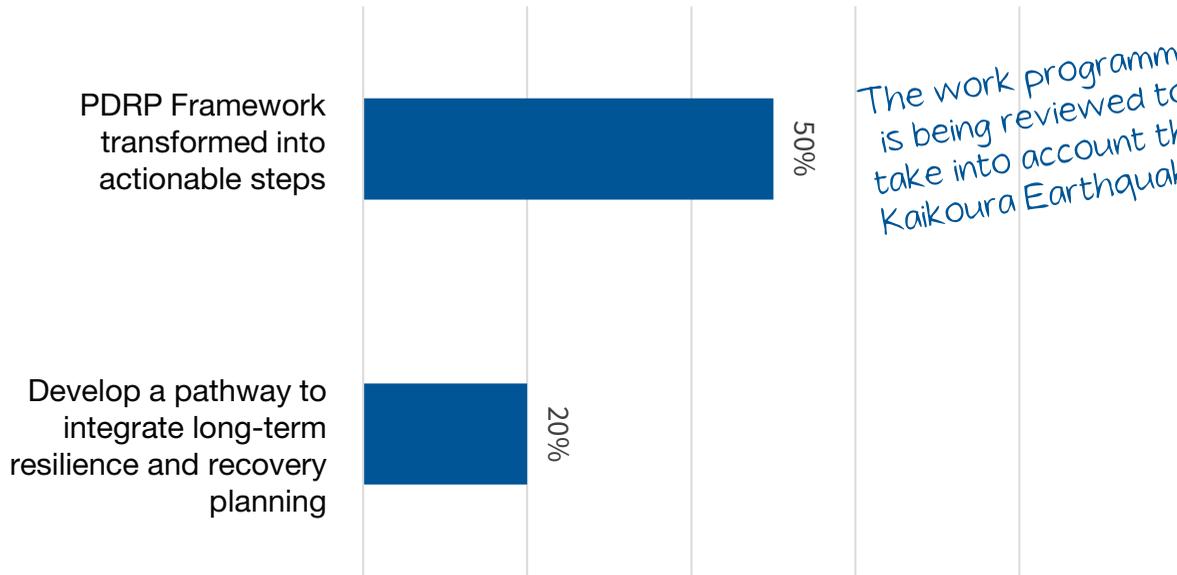
COMMUNITY RESILIENCE

OPERATIONAL READINESS

BUSINESS & DEVELOPMENT

# Community Resilience

## Recovery



Commence a facilitation of involving councils and stakeholders in PDRP

## Public Education Online Videos



## Community Preparedness Training



2 training sessions are to be Marae/ Youth and or disability based

## Participate and support community driven projects



## Community Response Plans



CRPs on a 2 year cycle are scheduled for review

Completed previous quarters
  Completed this quarter
  Remaining to be completed

SUMMARY

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

# Community Resilience

## Public education

- ON-GOING** Three Facebook posts per week.
- ON-GOING** Public fair attendance.
- ON-GOING** Regional radio advertisements and interviews conducted monthly.
- ON-GOING** Presentations are conducted in the Community.
- ON-GOING** 5% of staff time allocated to engaging with local community leaders.

## Preparedness enablers

- ON-GOING** Preparedness enablers available across the region.

## Resilience Map

- NOT STARTED** Test the Community Resilience Map in an activation / exercise.
- IN PROGRESS** WREMO and Social Media teams are trained to use resilience mapping tools.

## Community driven projects

- Continued working on the development of ongoing training and engagement opportunities for WREMO Volunteers. There will now be structured programmes for volunteers to help oversee Community Emergency Hubs, assist with public education and provide surge capacity for Emergency Assistance Centres. Final development and training will occur in the 3rd quarter.

## Symposia

- A number of symposia have been scheduled for delivery.

### Prepared Business Symposia:

- Kapiti – 2 March, 9am – 12 noon
- Porirua – 8 May, 6 – 8.30 pm
- Wellington – 14 Feb, 2pm – 4pm
- Upper Hutt – 15 Feb, 6pm – 9pm
- Lower Hutt – 1 March, 9 – 12 noon

### Aged Residential Care Symposia:

- Kapiti – 2 March, 9am – 12 noon

### Prepared Business Symposia:

- Wellington – 16 March, 3.30 – 5.30pm
- Porirua – 22 Mar, 3.30 – 5.30pm
- Upper Hutt – 1 Mar, 9am – 11am

# Community Resilience

## Hubs



50% of Hubs have access arrangements in place.



70% of Hubs have a memorandum of understanding (MOU) in place with facility owner.



All Hubs associated with a CRP have a tailored Hub Guide.

## Tsunami Blue Lines



Facilitate the process of TBL in Wellington CBD.

Investigate and identify potential ways to address the challenges of evacuating the city (Tsunami).

## Volunteers



Volunteer database is updated to reflect changes in remodeled approach.

## Hubs

- The transition from signposted Civil Defence Centre to Community Emergency Hub was progressed during the earthquake event. A notification letter has been developed advising long-standing signposted facilities about their role in the community and how WREMO will work with them to put an appropriate level of structure around the role of a Hub. This enables residents to be able to self-organise and respond as a community during an emergency event. Not surprisingly, the earthquake has generated a significant amount of interest to undertake Community Response and Resilience Planning across the region. The team is lining up new and review CRPs for the new year.

## Tsunami Blue Lines

- The earthquake and subsequent tsunami warning has generated strong interest across the region in the rollout of Tsunami Blue Lines. The original plan was to complete the Wellington CBD and then move to Hutt City and onwards to Porirua and up the coast. However, as a result of the interest, WREMO is organising a train-the-trainer programme for all the cities intending to roll the lines out in the coming year. Local staff and contractors will be the trainees and WREMO will continue to play more of a supportive role in the process so that it remains a community-driven process.

# Operational Readiness

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Regional update

# Operational Readiness

## Areas of progress

- A review of the flood warning system operated throughout the region has been completed. The project team, including WREMO, signed off the final report completed by GNS and presented this to the leadership team at Greater Wellington. The findings of the review supported four key recommendations:
  1. *A risk-based approach to mitigation across land use planning, structural mitigation and warnings.* This means looking at the whole picture of how flood risk is managed and considering how flood warnings fit into this. This approach ties in well with our approach to floodplain management planning. Generally, flood warnings will address residual or “left over” flood hazard that is not managed through other methods. This also includes taking a risk-based approach to deciding where we need to provide warnings, to whom, and what sort of warnings we should provide.
  2. *Alerting coverage needs to be explicitly laid out for all categories of stakeholders.* Different stakeholders have different needs and require different levels of information. A move towards impact based warnings which follows the principle that warnings are only successful if they result in the recipient taking correct and effective action. When the recipient receives the warning they need to understand the potential impacts on them and what they need to do to avoid them. They also need to believe the warning!
  3. *A one team - one warning system philosophy across all agencies, supported by integrated overarching planning.* This includes GWRC and WREMO, but also agencies such as Wellington Water and MetService.
  4. *Development of a one-stop-shop for all stakeholders to access warning information about weather and flooding hazards.* This would include not just access to current warnings and other data, but information about what warning services we provide, how to receive them and preparedness advice.
- The next stage is the development of the implementation plan by the project team.

# Operational Readiness

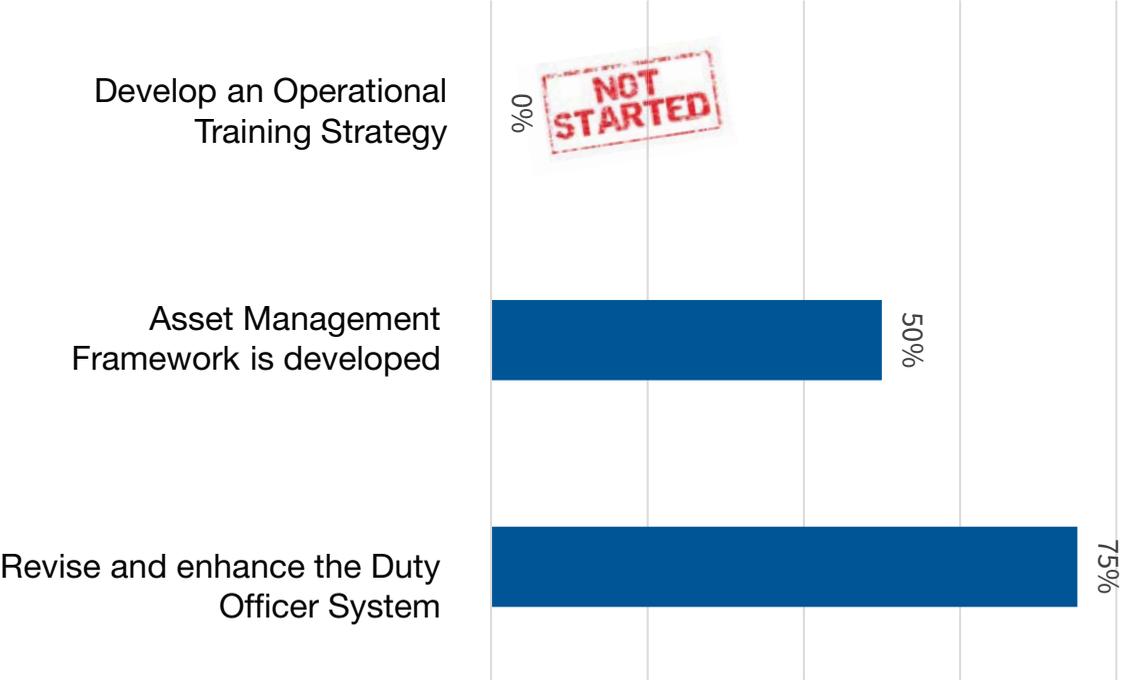
## Areas of progress

- The notifications review is near completion, with a clear view on stakeholder expectations being established and defining the mixture of current alerting notification systems used across the councils for emergency management use. The final phase is to explore the new platform for the National Warning System (NWS) being introduced by MCDEM. This has significant advantages to current arrangements within the region and this phase will help inform how it can link to the NWS and provide for a one system approach across the region.

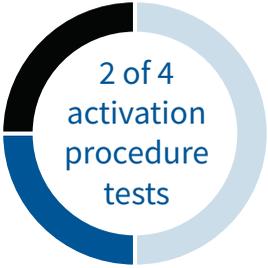
## Activations / Interesting events

- Progress for this quarter was largely interrupted by the Kaikoura Earthquake, tsunami and flooding on 15 November. Notwithstanding that the region responded to its top 3 risks in the space of a few days, these events have seen our Emergency Coordination Centre and Emergency Operations Centres make significant gains in applying and implementing the processes, systems and skills learnt through our training programme and Exercise Tangaroa. Along with this comes confidence from staff in responding under stressful conditions. The debrief process has strongly reinforced existing programmes of work within operational readiness as well as highlight the need to have a more robust notification system across the region and bring forward a number of projects relating to our documentation. Debriefs for these events have been concluded and the final report is being drafted.

# Operational Readiness



## Duty Officer Activation



Duty Officer activation tested every 3 months

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

### Asset Management Framework

The template has been updated and is ready for the final details to be added (life cycle, replacement year and cost).

### Notifications process and Duty Officer reviews

The Duty Officer system review was largely disrupted following the earthquake, although this in itself provided a real test of the systems and process for this role. The notifications project is entering the final stage and again, planned activity to understand the new national arrangements for warnings was disrupted by the response to the earthquakes.

# Operational Readiness

## Stakeholder engagement

**ON-GOING** Operational equipment checks are completed monthly.

**IN PROGRESS** Contribute to flood warning system review.

**IN PROGRESS** Facilitate the After Action Review process following an EOC activation.

**COMPLETE** Primary LUC is contracted until 2017.

## Emergency Management Information System (EMIS)

**IN PROGRESS** Implement EMIS in accordance with the implementation plan.

## Stakeholder engagement

- Operational equipment checks are completed monthly.
- The Flood Warning Review has been completed and final report produced by GNS. The project enters the final phase to develop an implementation plan in relation to the key findings and subsequent recommendations from the review. The recent flood event has highlighted the need to move this project forward.
- The final draft report for Exercise Tangaroa has been developed and subject to review by WREMO. This has been delayed by response to the Kaikoura earthquake and subsequent activities. Debriefs have been completed for the Kaikoura earthquake and a final report is 40% complete. Both reports are scheduled to be completed in the early part of the next quarter.

## Emergency Management Information System (EMIS)

- Despite the interruptions of the earthquake response the EMiS roadshow was delivered across the region. This was the opportunity for Controllers and key EOC staff to see the system and discuss how it can be used in their own context in relation to the links to councils existing systems and process. The roadshows were successful with many staff asking when they can be trained. EMiS training will be delivered in March and April and will become part of the response toolkit from 1st May 2017, when initial training has been completed.

# Operational Readiness

## Exercises and Training

COMPLETE

Participate in National Exercise – Exercise Tangaroa.

COMPLETE

Conduct a regional exercise to test all EOC and ECC response capability.

IN PROGRESS

Develop and deliver staff training in accordance with Operational Readiness Training Programme.

## Documentation

IN PROGRESS

Implement revision programme for operational response plans.

## Exercises and training

- Training in October focussed on Recovery. This was an introductory module aimed at all staff in the ECC and EOC. It provided an introduction to recovery concepts, largely informed by the draft Regional Recovery Strategy, and the opportunity to discuss many response related activities and the longer term flow on implications for Recovery. This module was well received. Many of the training sessions for November were cancelled due to response activities, however, these were largely focussed on bringing the 2016 training programme to a close.

## Operational response documents

- The Kaikoura Earthquake has fast tracked the Wellington Earthquake National Initial Response Plan (WENIRP) review with the initial review (version 1.1) by 1st April 2017 and version 2.0 by 31st December 2017. For this plan to be effective, WREMO has committed to working with MCDEM, as one project team, to develop both the WENIRP and also the Wellington Regional Earthquake Plan, that provides for a national, regional and local response alignment. The key areas of work are:
  - Reconnaissance Plans are developed, trained and tested
  - Supply Chain Plan is developed, trained and tested
  - Staging Area / Assembly Area Management Plans are developed, trained and tested
  - Mass Evacuation Plans are developed, trained and tested
  - Welfare Needs Assessment Process is developed, trained, and tested (in conjunction with Registration)
  - Emergency Assistance Centres (EACs) Management Plans are developed, trained, and tested
  - Communications networks are developed, documented, trained and tested.

Much of this work will require the commitment from other agencies to ensure that planning assumptions are tested, this includes council staff time to ensure that local plans are practicable to implement.

# Group Welfare Developments

The events of mid-November is the first time a substantial test of new welfare arrangements took place since they came into force in December 2015. Wellington City Council managed welfare support for those affected. Activities were well coordinated and linked into welfare services agencies. Welfare support continues via the ERIC within the recovery space. Positive feedback on regional welfare communication was received during the debrief process. Learnings at local and regional levels will be incorporated into updated welfare planning.

A collaborative national/regional/local welfare workshop took place on 12 December to better understand the worst case scenario earthquake event from a welfare perspective: understanding vulnerabilities, assumptions, support needs, and links to transport and infrastructure. An estimated 60,000 people affected would overwhelm all current welfare planning and arrangements in the region. Therefore, welfare work priorities related to the Wellington Earthquake National Initial Response Plan and related Wellington Regional Earthquake Plan include key areas of:

- Welfare Needs Assessment Process developed, trained, and tested (in conjunction with Registration)
- Emergency Assistance Centres (EACs) Management Plans developed, trained, and tested; and
- Mass Evacuation Plans developed, trained and tested (separate work stream but closely connected to welfare).

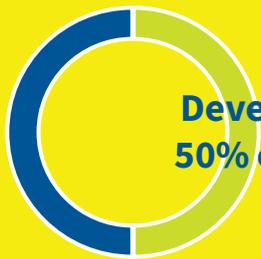
**Needs Assessment** relates to the process of understanding the needs of people affected by an emergency. It provides the basis for welfare service delivery. Significant coordination between welfare services agencies is required to meet the immediate and ongoing welfare needs, in an integrated and flexible way.

**Emergency Assistance Centres (EACs)** are facilities that are established and managed by CDEM during an emergency to support individuals, families/whānau, and the community. EACs are open to members of the public, and may be used for any purpose, including the delivery of welfare services to the affected community such as Registration and Needs Assessment, accommodation, meals, and access to welfare services.

This work will require concerted effort from Local Councils, Local Welfare Managers and teams, and Local Welfare Committees.



Develop and manage regional welfare work programme



Development 50% complete

Management of work programme on-going

SUMMARY

COMMUNITY RESILIENCE

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BUSINESS & DEVELOPMENT

# Geographical Area

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**Community Resilience and  
Operational Readiness updates**



# Emergency Coordination Centre (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 quarter.

## Training sessions and attendance



ECC105: Introduction to Recovery

21%

Emergency Management Information System (EMIS) roadshow session held on the 20<sup>th</sup> December for GWRC, Wellington Water, Police, Fire, DHBS and NZ TA. .

**COMPLETE**  
Facilitate a scenario based discussion at the Regional Interagency Liaison Committee.

Average attendance (quarter): 21%

This quarters activities were dominated by the Kaikoura Earthquake, subsequent tsunami, severe weather, flooding, landslips, and transport issues in the Wellington Region. The Emergency Coordination Centre (ECC) ran 24/7 for almost two weeks. Around 30 GWRC staff worked in the ECC (or Wellington City EOC) during that period, some doing multiple shifts (including overnight shifts). A fully functioning ECC in a large event requires up to approx. 50 staff per shift, so further recruitment is still required. All staff did an excellent job of picking up the roles and working as a team, growing in confidence and experience.

An audit of the ECC equipment and documentation took place following the response to ensure it is ready should another event occur. After action reviews and debriefs took place during December (including a separate Public Information Management/Communications debrief) and feedback will be fed into future work programmes. Areas of focus include: ECC staffing, ECC staff training for 2017, activation and notification processes and technology, and recognition and support for GWRC ECC staff.

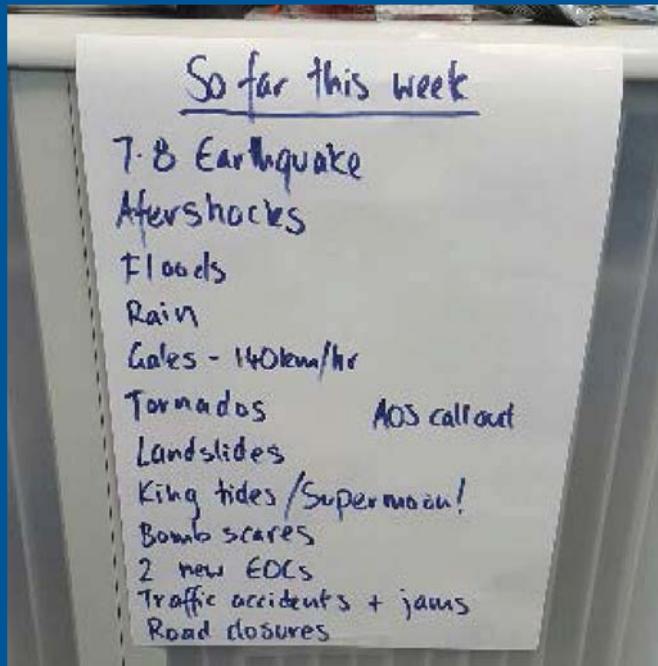
Completed previous quarters
  Completed this quarter
  Remaining to be completed

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

## It all began with the Kaikoura Earthquake

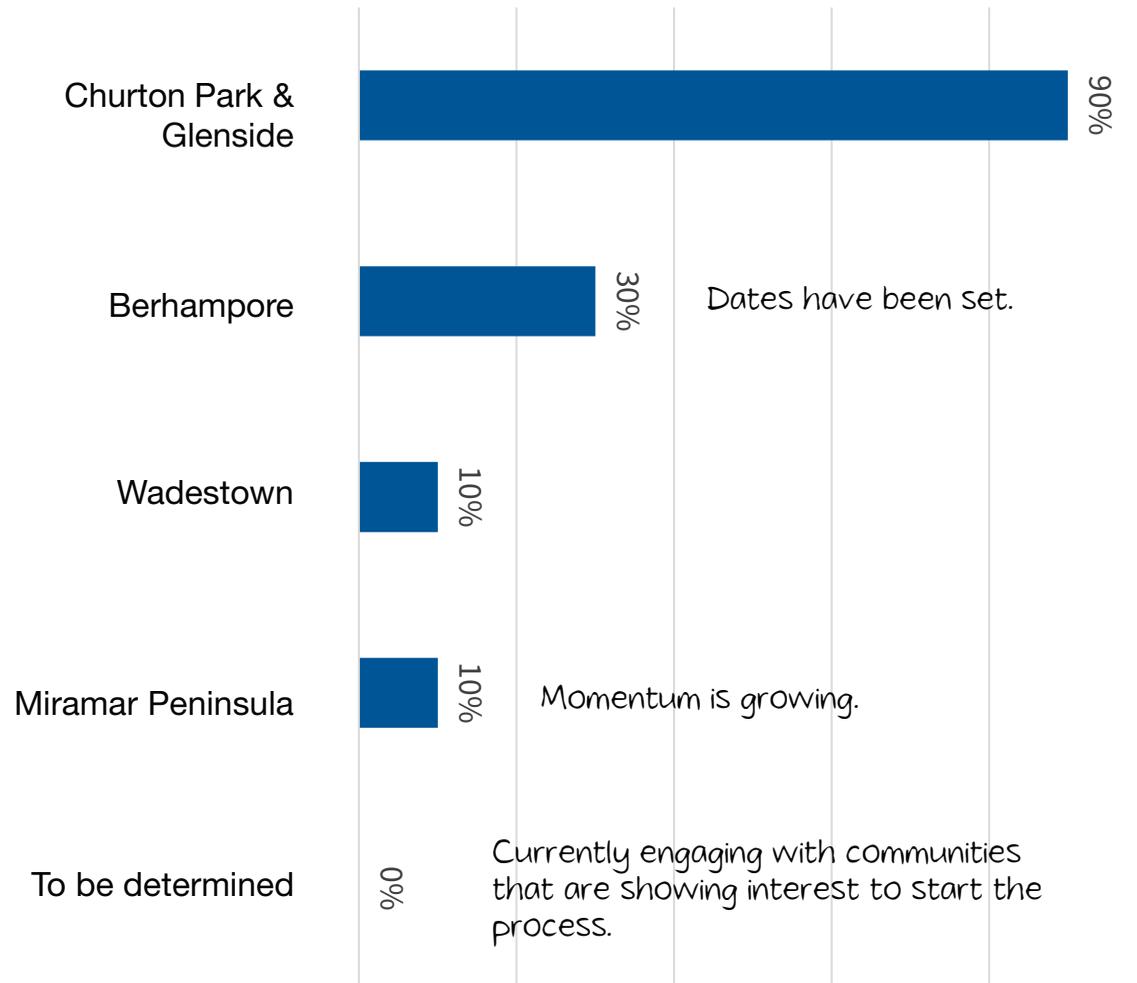
It may have begun with the magnitude 7.8 Kaikoura Earthquake, but what followed was like a disaster movie script! Even with the tsunami missing off the list, this was some week!

The team coped incredibly well with an ever changing environment, and a multi-hazard response.



# Wellington City

## Community Response Plans



## Symposia

### Business-based



### Apartments



### School-based



## Community preparedness training



**NOT STARTED** A community profile is developed

**NOT STARTED** Two community Emergency Hub exercises completed

**NOT STARTED** Two Hub inductions are offered to volunteers

Completed previous quarters
  Completed this quarter
  Remaining to be completed



## Johnsonville BCP workshop

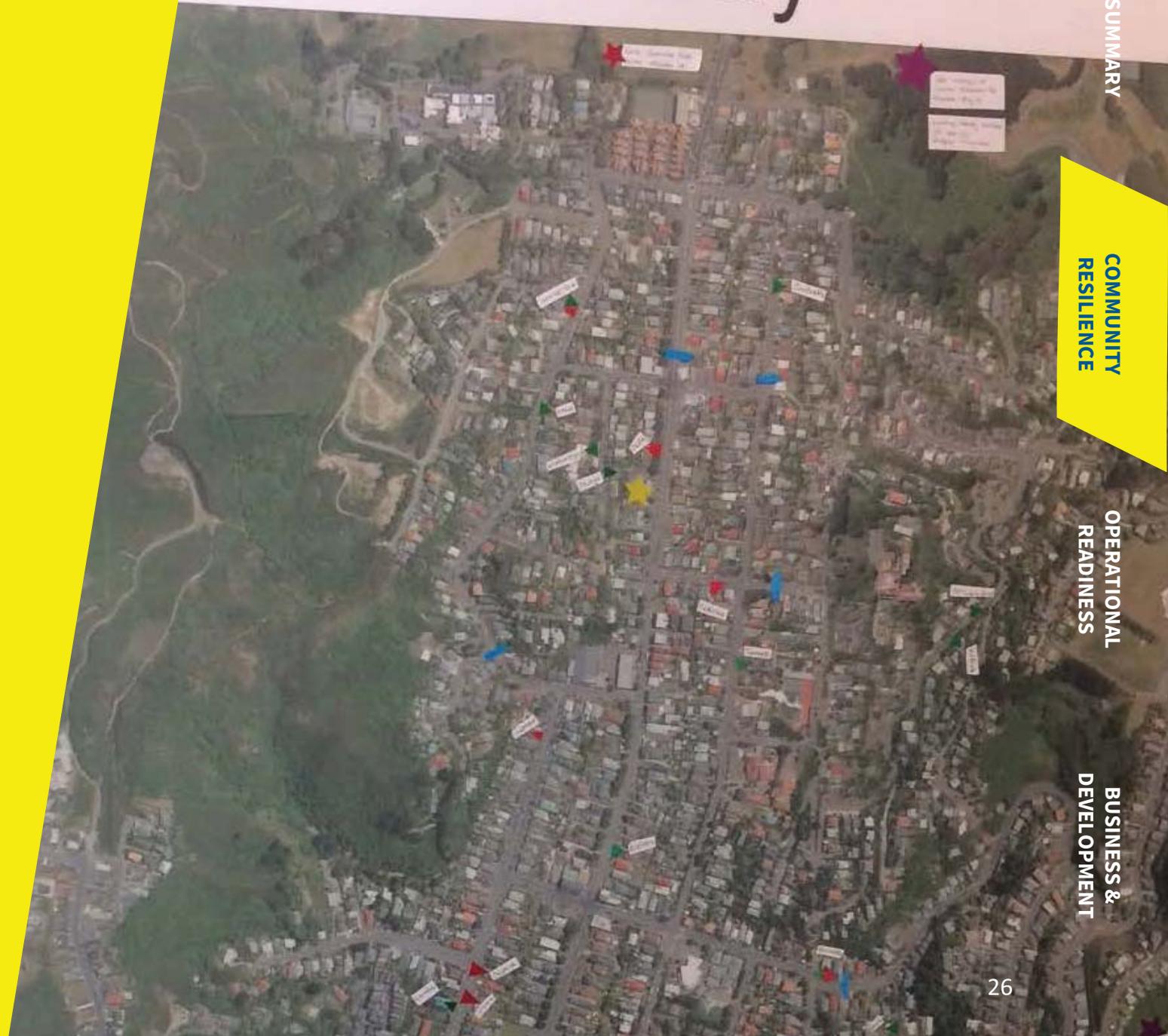
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With so many business affected by the recent earthquake, interest in business continuity planning has been high. Conveniently, we had already scheduled some workshops around the city. Feedback was overwhelmingly positive "I liked how accessible and user-friendly the info provided is, and talking to other attendees about their experiences and businesses, there should be more meetings like this!"

## Island Bay Response Planning

As a result of the Island Bay Community Response Planning project, one of the local churches set up a visual register on one of the planning maps identifying which parts of their congregation is self sufficient or may need assistance. This ensures their networks will check on each other after a big earthquake. Creating this register has led to many valuable discussions within the congregation. The system was put to the test during the Kaikoura Earthquake, which resulted in people checking on each other and identifying areas for further improvement.

# Island Bay



## More Wellington community stories

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- "Before attending the Island Bay community resilience meetings, I always assumed the best place to go would be to the civil defence centre and they would tell me what to do from there- surely they know and have the supplies right? After attending the meeting though, I could see how it was much more effective and sustainable for a community to have developed their own resilience plans and being prepared in a whole variety of ways. I came away from the meeting, and other WREMO workshops, thinking okay I'm fired up I need to get stuck into our own civil defence plan for our childcare centres. As I started into them, I realised how very well prepared we already are but it was still really useful to get an understanding of what's happening in my community and in my city and how that will impact on my centre and the families attending. As a result our centres are now planning for sustainability and how we can get back up and running as soon as possible after a natural disaster etc. Meeting with you and attending the WREMO workshops, give Sam and I a lot of confidence that we are moving in the right direction- thank you! It also reassures our families that through working with an regional emergency management office, we must be doing the right thing." Island Bay & Miramar Childcare.
- After the earthquake, the Island Bay Residents Association delivered a brief flyer to every household in the suburb discussing preparedness, and reminding people to drop cover and hold, and to evacuate past the blue line.
- Wadestown residents are also looking at a flyer for every household about the location of their Community Emergency Hub and how the community can help each other.

# 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 quarter

The new video display equipment and additional laptops that were provided by Council last quarter was put to good use in Wellington's November activation in response to the Kaikoura Earthquake. The video equipment allowed each functional desk to display information relevant to them that needed to be shared with the whole EOC and the additional computers enabled the EOC to function at full capacity over the 12-day period.

## Training sessions and attendance



ECC105: Introduction to Recovery

42%

November session cancelled due to the Kaikoura Earthquake activation.



Facilitate a scenario based discussion at the Emergency Service Coordinating Committee.

Average attendance (quarter): 42%

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

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

## Kaikoura Earthquake activation

WCC activated its EOC for 12 days following the recent Kaikoura Earthquake. The EOC team members had performed extremely well during the recent Exercise Tangaroa but this was a definite step up and pushed the EOC and its team members to an entirely different level, exacerbated by the need to keep operating continuously throughout, utilising rolling 8-hour shifts for all personnel.

The first few hours after the initial earthquake, the Local Controller (Simon Fleisher), the Group Controller (Bruce Pepperell) and the MCDEM REMA (Keith Evans) made recommendations/decisions such as:

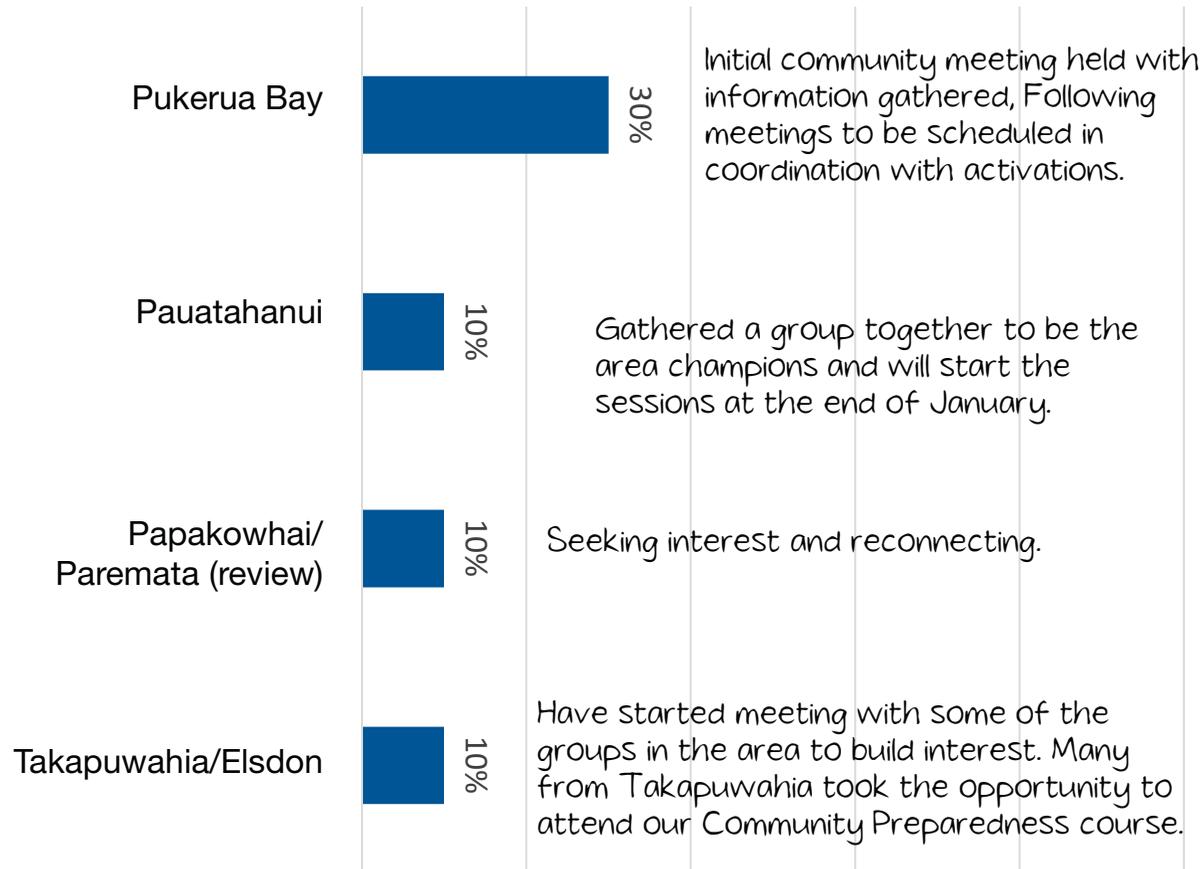
- *Should we declare a state of emergency?*
- *What action should be taken in response to the near source Tsunami alert?*
- *How do we ensure the safety of the public and undertake external rapid building inspections?*

This was definitely the most challenging response the team had ever been involved in and, although we have now stood down and handed over to a Recovery team, we're acutely aware that we may be called upon again anytime.



# Porirua City

## Community Response Plans



## Symposia

### Business-based



### Aged Care Facility



### School-based



## Community preparedness training



A community profile is developed



Two community Emergency Hub exercises completed



One Hub induction is offered to volunteers

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

## Supporting the wider community

Following on from some meetings and talks with the Samoan Seventh Day Adventist Church in Ranui, the church identified how they could help their wider community. They had embraced the concept of getting to know your neighbours, and everyone being there to help each other. With this in mind, they decided to give starter emergency packs out to families in need. WREMO worked with them on the messaging, and the best process, with the packs successfully delivered at the start of November.

This community project has had a big impact - raising awareness for those less prepared, as well as building connections and forming important relationships.

### A week before the 7.8 NZ quake, Wellington 7th Day Adventists handed out Emergency Kits to Porirua community

BY LEALAJAULOTO AIGALETAULEALEA TAUAFIARI · PUBLISHED 23/11/2016 · UPDATED 24/11/2016



Delivering emergency kits to the Porirua community at Worcester Place on 6 November 2016. Tiaa Ta'ala with Fa'aluia Kiriama (gray hooded top), Manu Ta'ala (manning the boat), Tiatu Tui'ou (front l), and Dwayne Ainkapotes.

Source: Pacific News

## More Porirua community stories

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- At the end of November we ran a Business Continuity Planning workshop. Those who attended gave feedback that the information was vital, and they were keen to see more people from across New Zealand involved. The networking that went on was great, and those there were offering each other advice and support at the workshop, as well as offering support after an emergency. They requested that another one be run next year.
- Through work with the Pacific communities in East Porirua, we were invited to speak at the Wellington Pacific Early Childcare conference. This conference was well attended by representatives from Pacific early childcare centres from across the Wellington Region. It was a great opportunity to engage with a group that we have had limited engagement with so far. Rather than give a talk, we used the opportunity to run a schools symposium with them.
- When Porirua was hit hard by flooding and slips on Tuesday, one of the local Community Emergency Hubs opened their doors in response. The Plimmerton/Mana/Camborne area was one of the worst hit in terms of road and rail closures which meant people were stuck in the area during the event. The Porirua Emergency Management Office was notified about people being stuck at the Plimmerton Train Station, as the train services had stopped running and they did not have access to a vehicle or place to go. The Hub at Plimmerton School was opened by three local residents to give people a place to shelter and have a cup of coffee. These residents had been part of the Plimmerton Hub activation practice only two months earlier so knew how to access the facility and the process of opening a Hub. It would have been difficult for the Welfare team at the Porirua EOC to set up an Emergency Assistance Centre in that area due to the very heavy traffic to get across the city. The Welfare team was grateful to these residents as it meant the people who were stuck had a place to go if necessary.
- An Aged Residential Care Emergency Preparedness Symposium was hosted at the old Porirua EOC. The workshop was well attended by 7 different aged care facilities and followed a similar workshop held earlier in the year. The workshop was well received by the participants, and many tips for preparedness were shared between the groups. The networking and sharing of ideas was valuable when discussing things to consider for emergency response.
- After reading a lot of discussion on various Facebook pages about preparedness, it was clear there was some confusion and mixed messaging. At a meeting with the editor of the Kapi Mana about running a story or two on Preparedness, it was decided to start a WREMO column which would be a regular feature (every 2 weeks) in each of the Fairfax community papers throughout the whole Wellington Region. So far two articles have run, and these will continue to run next year while the interest is there.

# 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 quarter

The last quarter of 2016 included some training, real responses to earthquake, tsunami and a real activation for some of the worst flooding that had been seen in Porirua for many years.

Two standard training sessions were completed in October and they looked at the results of the tsunami planning that was completed for exercise Tangaroa. The Porirua ESCC met and S/Sgt Simon King chaired the meeting and also gave a brief on the police service in Porirua and how the various agencies can support and be supported by police.

The new Porirua Councillor team were briefed on the Council's role in CDEM and were taken through the Serlby Place Emergency Operations Centre.

## Training sessions and attendance



ECC105: Introduction to Recovery

42%

November session cancelled due to the Kaikoura Earthquake activation.



Facilitate a scenario based discussion at the Emergency Service Coordinating Committee.

Average attendance (quarter): 42%



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

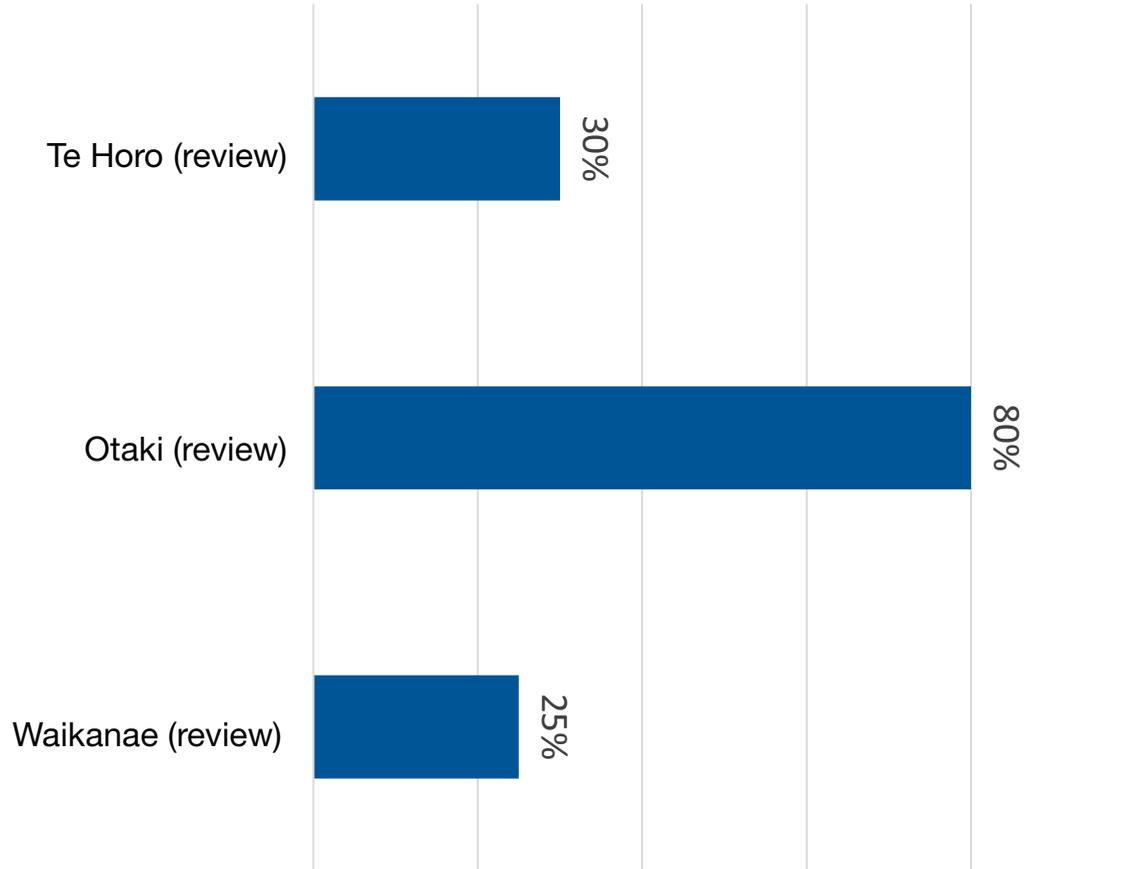
## More Porirua operational updates

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- November was a month of challenging events that tested the controllers and EOC staff along with the rest of Council and the community. The early morning began with a the Kaikoura Earthquake and associated tsunami warnings. The earthquake response was interrupted by a sudden and severe rain storm that caused extensive problems around the city and region. The Northern suburb areas were most affected by high surface flooding, landslides affecting road access and homes.
- A side effect of the trio of earthquake/tsunami/storm on the same day was that the EOC at Serlby place was deemed to be unsuitable. EOC staff were able to use the pre-planned EOC evacuation and setup plan to relocate the EOC to Te Wananga O Aotearoa. The alternate EOC was working within 1.5 hrs and the full IT system was available within 4 hrs.
- Porirua City Council has now purchased a new EOC site and work on planning the building layout and services with the new site expected to be in use by late February 2017.

# Kapiti Coast

## Community Response Plans



## Symposia

### Business-based



### Aged Care Facility



### School-based



## Community preparedness training



A community profile is developed



One community Emergency Hub exercise completed

Four Hub inductions have been completed



One Hub induction is offered to volunteers

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

## Kapiti Coast community stories

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- On Friday 2 December a School and Early Childhood Centre Emergency Preparedness Workshop was hosted at the Kapiti EOC. 8 Schools and Early Childhood Centres attended and the workshop covered off topic's such as responses to earthquake, tsunami, fire and violent threat, emergency preparedness plans and drills, staff preparedness, messages for parents and staff and student wellbeing following an emergency event.
- An Aged Care Emergency Preparedness Symposia was hosted at the Kapiti EOC on Thursday 17 November. The workshop was well attended by 6 different aged care facilities and followed a similar workshop held earlier in the year. The workshop introduced a range of tools to help Aged Care Managers provide advice to staff and residents on how to get better prepared, things to consider in the facilities emergency response plan and tips from Christchurch.

## Community planning

Meetings with the community to review their Plans in Otaki, Te Horo, Paekakariki, Raumati and Waikanae generated significant community interest following the Kaikoura Earthquake. The Otaki Review resulted in a Hub Activation Exercise on 10 December.

In Te Horo the review of the plan was well received and a commitment was made to start this process in earnest in the early New Year.

A large community meeting in Paekakariki marked the start of their review with some excellent projects identified and being progressed. Some examples include: developing a buddy neighbour system to help people in the tsunami zone evacuate, creating neighbourhood clusters to check on one another during a disaster and reviewing the community asset list. It is planned that this work will culminate in a Hub activation exercise in March next year.



Diane Turner ▶ Prepared Communities

3 hrs • 🌐

Have you had a community meeting to talk about civil defence emergency's and how you neighbourhood can respond?

We had one last night at Raumati South School about Earthquake and Tsunami preparedness. Lots of great discussion and ideas about how we can support each other should the need arise.

The key messages however are get to know your neighbou... [Continue Reading](#)



# Kapiti Coast

## 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 quarter

This quarter has been an extremely busy time for KCDC in the CDEM space. In this quarter Kapiti experienced the Kaikoura Earthquake and subsequent tsunami threat, flooding and transportation challenges the following day, as well as a mini tornado in Waikanae. The response to these events from KCDC staff and partner agencies has been outstanding. A significant amount of subsequent work is being undertaken to improve CDEM within the Kapiti District with a widespread public education campaign underway on the Kapiti Coast.

## Training sessions and attendance



ECC105: Introduction to Recovery

38%

November session cancelled due to the Kaikoura Earthquake activation.

**COMPLETE**  
Facilitate a scenario based discussion at the Emergency Service Coordinating Committee.

Average attendance (quarter): 38%

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

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

## Kapiti Coast operational updates

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- **KCDC EOC staff** responded to the Kaikoura Earthquake immediately with one staff member arriving at the EOC minutes after the quake despite it being early in the morning. Staff from across council responded to run the EOC coordinating the response with other agencies, key infrastructure was checked by council staff from the building team, roading and the depot, and the call center activated early to assist the community. The following day saw another activation as staff coordinated the response to flooding in the area and the issues associated with Wellington being cut off from the Kapiti Coast. Both Wellington Free Ambulance and St John worked with council staff in the EOC to coordinate emergency medical cover and contingences for Kapiti due to the road closures. Planning and public information was also an important aspect of this response as a number of Kapiti commuters were stuck in Wellington due to road and rail closures with dependents on the Coast.
- The **Kapiti EOC** was used heavily this quarter initially to deliver IT training to council staff and also in response to the various events. The facility continues to perform very well. A full equipment audit and additional testing of key systems within the building was carried out in December to make sure the facility was fully operational heading into the Christmas period.
- As a result of the recent earthquakes a national review of the Wellington Earthquake National Initial Response Plan is being carried out by the Ministry of Civil Defence and Emergency Management. Running concurrently to this work WREMO is developing regional level earthquake response planning which will aim to produce some useable earthquake documentation for the Kapiti EOC. This will sit alongside the recently developed Tsunami Response Guide developed for the Kapiti Coast.

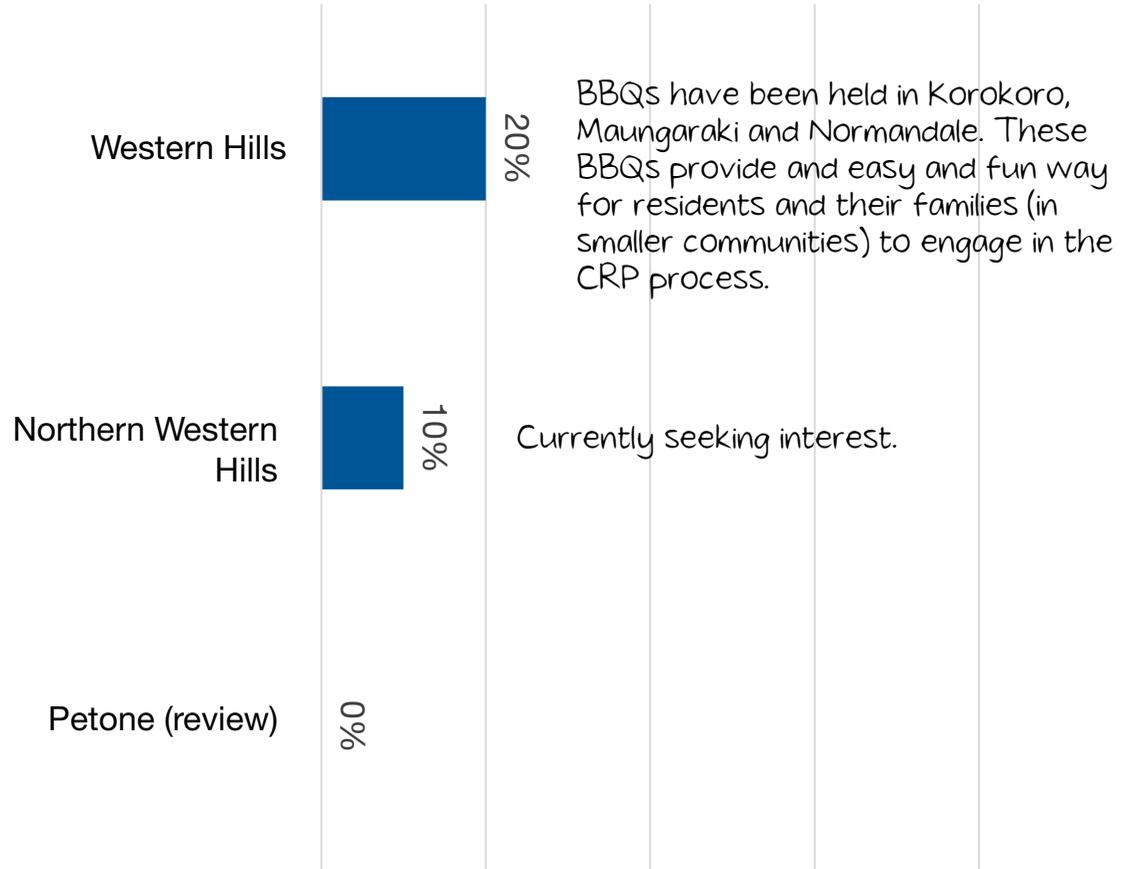


## Supporting other council EOCs

A number of **KCDC staff** made significant additional commitments to CDEM this quarter by volunteering to assist the Wellington City Council running their EOC. The WCC EOC operated for an extended period following the Kaikoura Earthquake. KCDC staff filled a range of roles within the Wellington EOC across a number of days which provided a huge amount of additional experience and highlights the value of regionally consistent EOCs and training. This meant KCDC were effective in a another councils EOC almost immediately due to their familiarity with the processes, systems and resources used in the different environments. WCC staff were extremely grateful for the help and enjoyed working alongside staff from KCDC.

# Hutt City

## Community Response Plans



## Symposia

### Business-based



### Aged Care Facility



### School-based



## Community preparedness training



- NOT STARTED** A community profile is developed
- NOT STARTED** One community Emergency Hub exercise completed
- NOT STARTED** One Hub induction is offered to volunteers

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Hutt City community stories

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- Hutt Time Bank- coming along to community BBQs for Western Hills CRPs, represented a way to expand a network of service in residential areas that do not have many commercial services. Kirsten and the Hutt Time Bank are keen to build out the network of people who are real go-getters, but also people that maybe need a little task here and there, or have some spare time every few months to lend a hand to others. What makes the Time Bank powerful is its flexibility and personal agency.
- The 8 December Business Continuity Planning Workshop saw another full house of attendees, over half representing small businesses. Hosted in partnership with the Hutt Valley Chamber of Commerce, attendees came with excellent energy and ideas, and added great discussion on top of the workshop activities. Businesses felt that the workshops were a valuable use of their limited time, and were eager to apply what they had learned. Direct feedback from participants included statements such as: "I found the workshop a great use of my time this morning. You provided a pragmatic approach to a challenging topic and facilitated the workshop well. The tools provided are useful guides and we are already on our way to utilising them." "I found the workshop very valuable, I thought it was the perfect length of time and the way in which the workshop was balanced between listening to you and your knowledge and activities within the groups worked really well." Given these positive responses from participants, and positive feedback from the Hutt Valley Chamber of Commerce, WREMO will look to continue offering BCP workshops.

# Hutt 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 quarter

## Training sessions and attendance



ECC105: Introduction to Recovery

35%

November session cancelled due to the Kaikoura Earthquake activation.



Facilitate a scenario based discussion at the Emergency Service Coordinating Committee.

Average attendance (quarter): 35%

The focus of this quarter has been the response to the Kaikoura Earthquake. The EOC was activated in response to the earthquake and potential tsunami threat. With this event following closely on the heels of Exercise Tangaroa, the staff in the EOC responded with a high level of confidence and worked well to ensure the safety of the public. Staff from Police, Rural Fire, and NZRT18 also arrived at the EOC and helped initially with the evacuation process and then with notifying people that they could return home.

Kerry McSaveney, Response Manager for this event said, "I felt confident enough in the team that I could leave, and know that Hutt City was in capable hands."

Completed previous quarters
  Completed this quarter
  Remaining to be completed

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

## Activating twice in two days

The EOC was activated a second time on Tuesday 15 November due to a weather event, with heavy rain and flooding occurring in parts of Lower Hutt. The northbound lane of SH1 was closed, meaning the Local Controller was unable to reach the EOC, and our Alternate Controller Craig Cottrill stepped up and ran this event. Again the staff responded in full to the EOC and feedback to the response overall has been positive. Staff have commented that the level of training they have received over the past 12 months has helped their ability to respond and having the EOC running for two consecutive days has provided the opportunity for greater learning. An interagency debrief will be held in late January.



SUMMARY

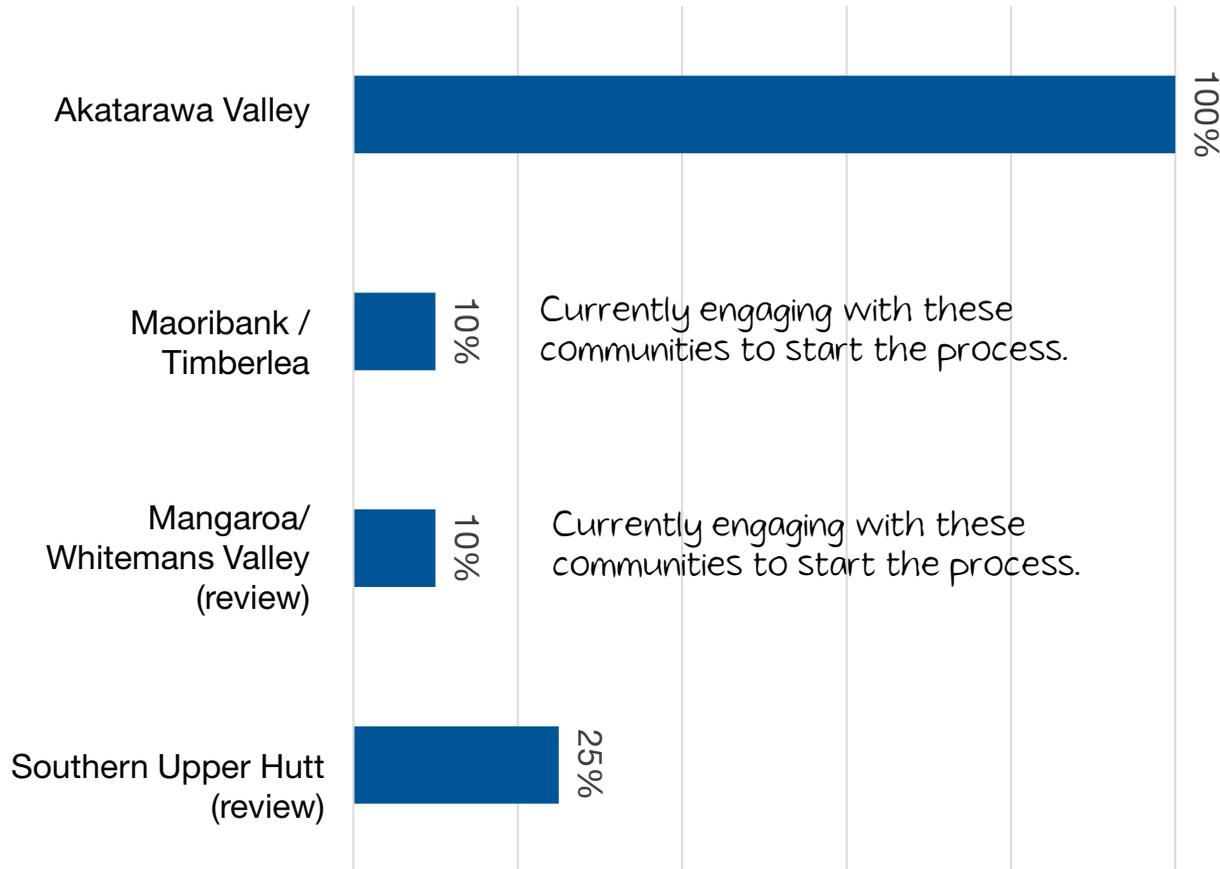
COMMUNITY  
RESILIENCE

OPERATIONAL  
READINESS

BUSINESS &  
DEVELOPMENT

# Upper Hutt

## Community Response Plans



## Symposia

### Business-based



### School-based



## Community preparedness training



**NOT STARTED**

A community profile is developed

**NOT STARTED**

One community Emergency Hub exercise completed

**NOT STARTED**

One Hub induction is offered to volunteers

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



## Schools test procedures

Trentham School and Upper Hutt School put their procedures to the test when they practiced a reunification drill.

# 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 quarter

This quarter was filled with following up on the areas for improvement that were identified during the Exercise Tangaroa debrief.

The EOC didn't immediately activate following the Kaikoura Earthquake as the local response team and other agencies were reporting no major issues in Upper Hutt. The following day, the severe weather did require an activation which went well. The EOC team worked together to keep the public informed and safe. All the practice is paying off!

## Training sessions and attendance



ECC105: Introduction to Recovery

35%

November session was a debrief and catch-up following Exercise Tangaroa.



Facilitate a scenario based discussion at the Emergency Service Coordinating Committee.

Average attendance (quarter): 35%

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

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



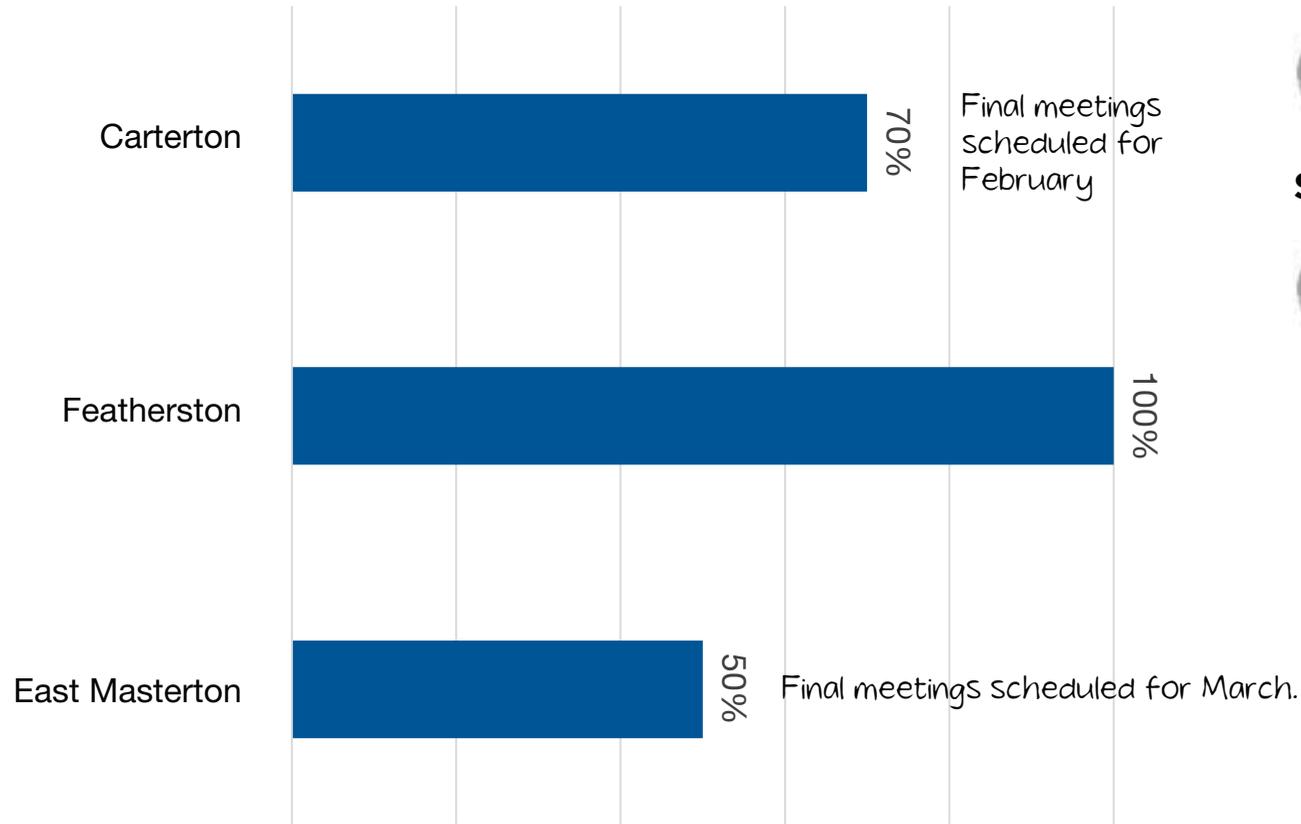
## EOC activation for floods

Upper Hutt City Council activated its Emergency Operation Centre to respond to a widespread flood event on the 15th of November. The very intense but short duration weather event was a good test of the EOC's response and communication.

The EOC team mobilised quickly and worked well under pressure, putting in a long, intense shift, before the EOC closed in the evening when flooding receded. As a result of the November flooding debrief, the EOC staff have also identified a range of development opportunities to build upon in further training.

# Wairarapa

## Community Response Plans



## Symposia

### Business-based



### School-based



## Community preparedness training



- NOT STARTED** A community profile is developed
- NOT STARTED** One community Emergency Hub exercise completed
- NOT STARTED** One Hub induction is offered to volunteers

Completed previous quarters
  Completed this quarter
  Remaining to be completed



## Featherston Community Response Plan

Featherston completed a Community Response Plan (CRP) and this information is now in the Community Emergency Hub Guide. This was after 3 planning sessions with the broader community on 27 August, 18 October and 12 November. Around 30 people attended each session with the last session including sharing food. The local community board members were involved in the development of the CRP. The community was interested and enthusiastic about the development of the CRP. They are now planning a practice "Activation" of the Hub on 25 February 2017.

## Wairarapa community stories

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- An Aged Care Emergency Preparedness Symposia was hosted by Carter Court Rest Home, Carterton on 24 November . The workshop was well attended with all 5 South Wairarapa and Carterton aged residential cares planning to attend, although on the day 4 attended, with over 20 people in total. . The workshop introduced a range of tools to help Aged Care Managers provide advice to staff and residents on how to get better prepared, things to consider in the facilities emergency response plan and tips from Christchurch.
- Carterton has begun planning the development of its Community Response Plan (CRP). Several meetings have been held with a stakeholder group, and they have incorporated work already done by Resilient Carterton. They will have a large public meeting on 26 February to finalise the CRP followed by an Activation of the Hub on 26 March 2017.
- Following the Kaikoura Earthquake all 17 Hubs have been contacted, with a draft generic guide placed in all of them. Discussions have been had with existing key holders about their possibly opening the Hub if their was a major event. This has been a light contact and will need further follow up next year.
- Carterton has begun planning it's development of its Community Response Plan (CRP). Several meetings have been held with a stakeholder group, and they have incorporated work already done by Resilient Carterton. They will have a large public meeting on 26 February to finalise the CRP followed by an Activation of the Hub on 26 March 2017.

# 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 quarter

Wairarapa EOC now has a new Local Controller. David Hopman (Assets and Operations Manager at Masterton District Council) was appointed on 25 November 2016.

The EMIS roadshow was held at the EOC in December. Masterton and Carterton District Council representatives attended and provided some input into how the system should interface with contact centres.

## Training sessions and attendance



ECC105: Introduction to Recovery

48%

November session cancelled due to the Kaikoura Earthquake activation.



Facilitate a scenario based discussion at the Emergency Service Coordinating Committee.

Average attendance (quarter): 48%

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

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

## Wairarapa operational activities

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- The Wairarapa District Rural Advisory Group set up by the Local Welfare manager met for the first time in November. There were representative attendees from several rural service and support organisations.
- The Wairarapa Local Welfare committee met in November for its biannual meeting.
- Further work is being conducted to implement MOU's with owners of facilities which are ideally placed to be used as Emergency Assistance Centres.
- The annual training program finished in October. November's session was cancelled due to WREMO staff needing to focus on the response to the Kaikoura earthquake and supporting Wellington EOC with resourcing. There were also local flow-on activities from the earthquake that were required to be dealt with as a matter of urgency.
- Two Wairarapa EOC staff assisted with supplementing Wellington EOC after the Kaikoura earthquake.
- NZ Red Cross Wairarapa now have a dedicated and trained liaison person for the EOC during an event.
- South Wairarapa and Carterton Councils have completed elected members training.
- Following on from the tsunami warning on 14 Nov16, the Coastal Coordinator system has been improved. Consultation with coastal groups has taken place and more communication will take place with Coastal Coordinators in future.
- Wairarapa based WREMO staff met with local MP Alistair Scott to discuss CDEM issues in December.
- Work has been carried out to review the EOC staff roster. With the potential addition of new staff in the new year, there will be a bit of a reorganisation to the teams.

# Business and Development

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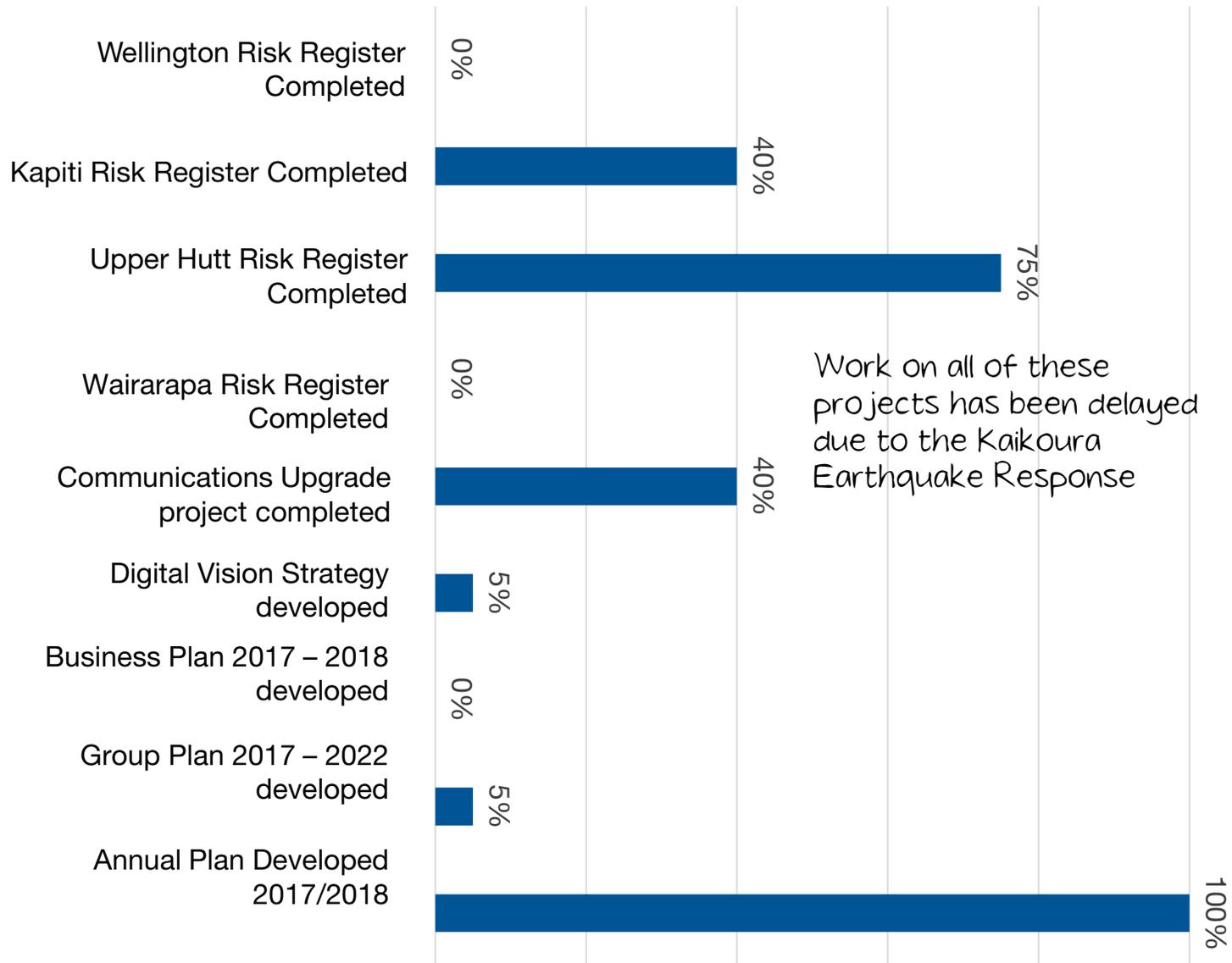
Regional update



# Business and Development

- Finalised the 2017/2018 Annual Plan and associated budget.
- Continuing to work on the Radio Communications Upgrade process, including the next steps of RFP specifications and documentation.
- Continued with the EOC upgrades and heavily support ICT in all the EOC during the Kaikoura Earthquake. This included an unplanned re-wire of the Porirua EOC when the EOC had to be urgently relocated.
- Further deployment of WREMO staff IT upgrades.
- All staff were involved in the Kaikoura Earthquake Response in a variety of roles.
- Finalised the initial EOC basic technology videos, to assist those in the EOC who are not familiar with the new technology and equipment.
- Administration and project support provided to WREMO staff.
- Many projects such as the Group Plan workshops and risk registers had to be postponed due to the Kaikoura Earthquake.

# Business and Development



## WREMO information sharing seminar



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

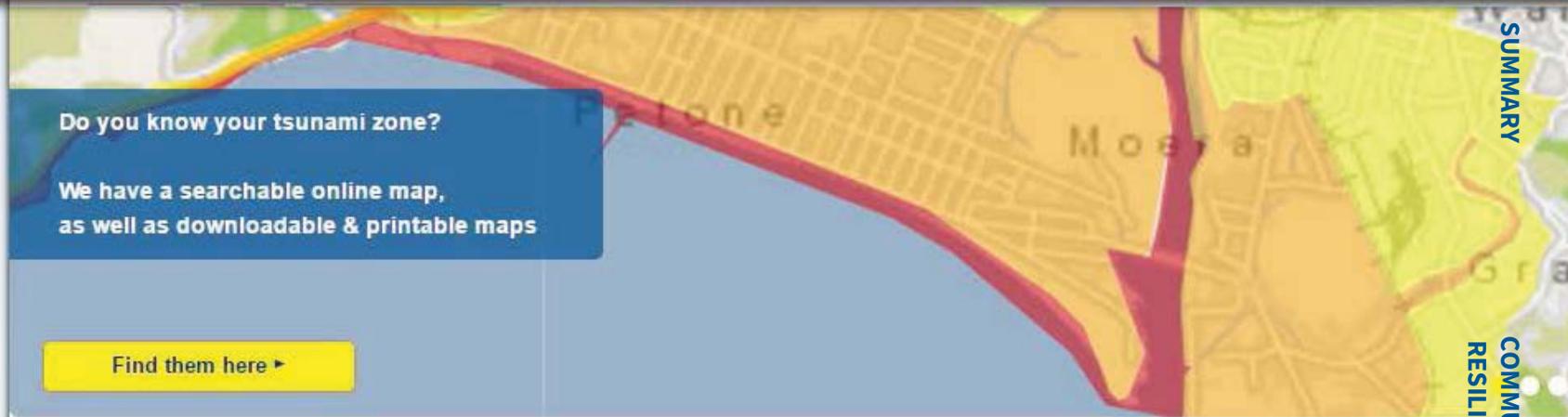
The quarterly seminar scheduled for late November was postponed due to the Kaikoura Earthquake response. This seminar (Earthquake Shaking by Victoria University) will be held in early 2017

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

# WREMO Website

On the morning of 14<sup>th</sup> November the *Get Prepared* website received over 164,500 hits and was able to handle this load with no loss of speed. We note that night there was a general heavy load on the internet which caused delays. The emergency section of the earthquake was activated for the earthquake and tsunami of 14th November and updated for the floods and landslide events of 15<sup>th</sup> November with five EOCs and the ECC adding content in the emergency section during the response.

Since the earthquake response the website has been updated to include updated tsunami maps with an emphasis on the 'long or strong, get gone' messages for tsunami. Information on Community Emergency Hubs (formerly known as CDC). Following recent work of Wellington Water the website has been updated to include the recommendation of 20 litres of water per person to be stored.



SUMMARY  
COMMUNITY RESILIENCE

### Earthquakes

Kaikoura Earthquake: aftershocks are expected to continue. Wellington CDB open, some diversions in place

What's happening? What should I do?

### Floods

Surface flooding and river flooding in the region. A number of roads are closed

What's happening? What should I do?

What's happening?



200 litre water tanks are available from your local Council

OPERATIONAL READINESS  
BUSINESS & DEVELOPMENT



# Business and Development

## Policy and strategic planning

ON-GOING

Existing procedures are reviewed, in accordance with the schedule.

ON-GOING

New procedures are developed as required.

ON-GOING

Revised or new policies are distributed to all WREMO staff.

## Finance

ON-GOING

CDEM Group interests, as part of the Natural Hazard strategy, are promoted.

ON-GOING

WREMO budgets are set, monitored, and reported on in a timely manner.

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

Process of expenditure is managed in accordance with procurement policy.

ON-GOING

Agreed portions of Councils CDEM budgets are administered by WREMO.

## Finance

- The 2017/2018 draft budget has been finalised based on the 2017/2018 Annual Plan activities.

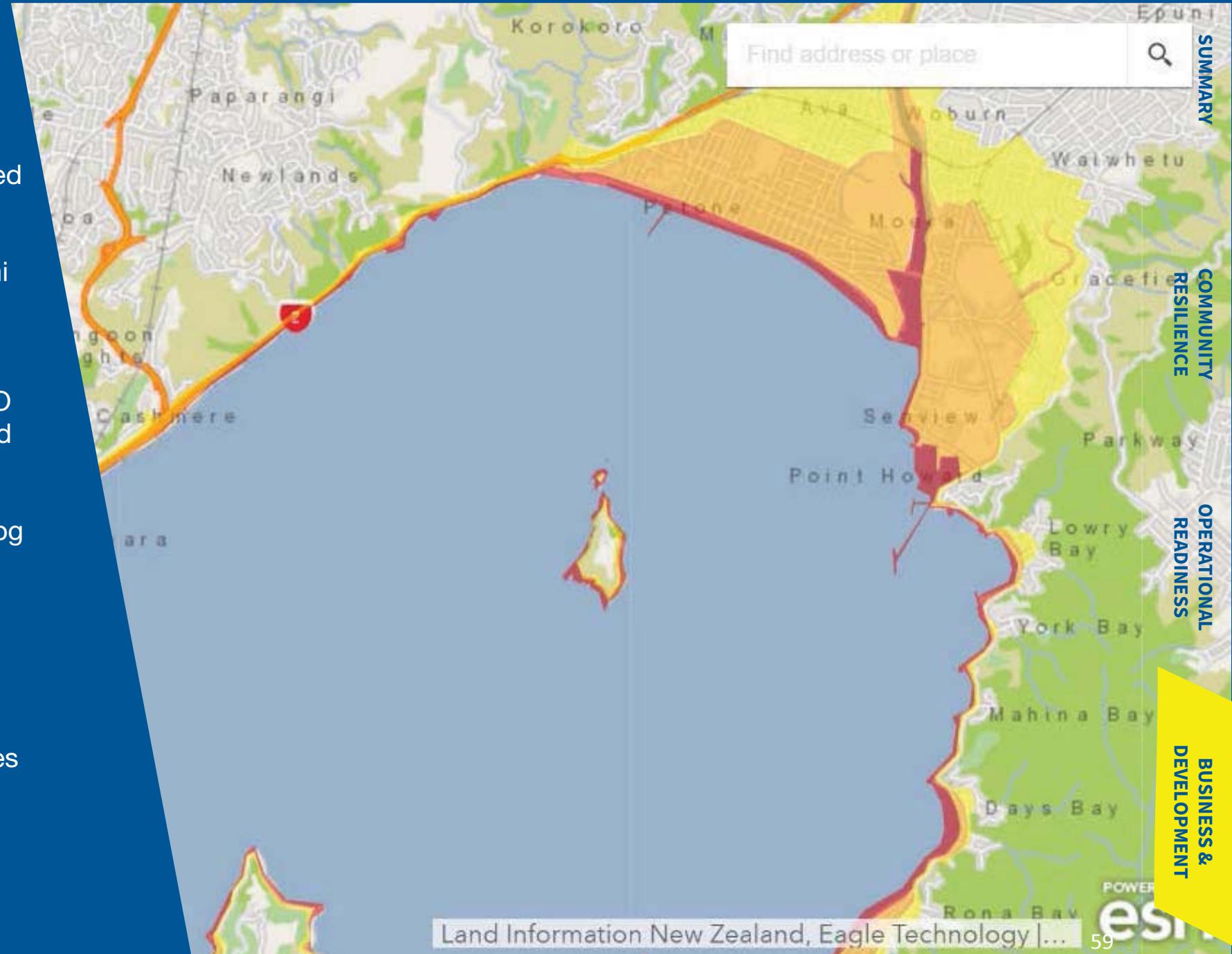
## Communications Upgrade Project

- WREMO has engaged an experienced radio engineer to provide professional input and assist with the generic design of the new VHF repeater system. The engineer is in the process of preparing the specifications for repeaters, aerials, cabling and radio hardware. These specifications will be made available to the top three contenders from the RFP process (in 2016) and they will be requested to submit their proposals by mid-February 2017. Subject to approval by the CEG Sub Committee and CEG in February and March respectively, a contract will be awarded to the successful tenderer with installation and testing anticipated for completion before 30 June 2017.

## Updated Tsunami Maps

The 14<sup>th</sup> November Tsunami Warning highlighted the number of people who did not know their tsunami evacuation zones and looked for this information once they had received the tsunami warning. Following the event, the way the information was presented and the ease with which people were able to access this information was reviewed. As a result, WREMO and GWRC GIS staff implemented a web based interactive map of the region's tsunami zones and a new series of maps of the entire region's coastline, which are available in both pdf and jpg formats.

These maps incorporate the revised tsunami zones for Wellington south coast and inner harbour (including Lower Hutt). These new evacuation zones are a result of updated modelling (by GNS Science), which incorporates the improved understanding of how tsunamis behave within a harbour, of the Hikurangi subduction zone.



# Business and Development

## ICT & 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 implementation of EMIS.
- 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 all remaining committees are met.
- ON-GOING** A centralised library at Thorndon is maintained.
- ON-GOING** All book movements are tracked and accounted for.
- ON-GOING** The following documents are regularly updated: Interagency contact list, and procurement registers.

## ICT

- WREMO ICT are continuing to work on a Strategic Plan for the coming 3 years, which seeks to encompass the BAU and Operational needs of the organisation, taking future technology and constraints into account.
- Approximately 70% of WREMO laptops are now operating on Windows 10 and Office 2016. This is to gain maximum benefit from the use of Office 365 and its collaboration tools.
- Worked on the initial plans in partnership with the council for the new Porirua EOC to deliver ICT functionality. This will continue throughout the remainder of the year.

# Business and Development

## Health and Safety

ON-GOING

All activities comply with Council Policy and legislative requirements.

ON-GOING

Staff practice, including incidents and near misses are managed as per Greater Wellington policy.

ON-GOING

Health and Safety is included in 6-monthly audits.

## Professional Development

ON-GOING

All staff have the opportunity to attend at least one Professional Development opportunity.

## Health and Safety

- WREMO is fully committed to a healthy and safe working environment for its staff and visitors in ‘business as usual’ as well as in ‘response mode.’
- WREMO’s H&S measures were tested to the brink during the Kaikoura Earthquake event where, on average, around 40 staff and visitors were frequenting its facilities at any one time during the 24-hour per day response phase (14 November until 25 November). During this time no H&S incident occurred in any of the activated WREMO facilities.

# Business and Development

## Values

ON-GOING

Promote Group mission, vision, and inculcate WREMO Values in Staff

ON-GOING

Arrange one team building event for all WREMO staff.

ON-GOING

Project support is provided to all other business units to complement staff competencies

## Planning Managers Group

ON-GOING

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

## Common Alerting Platform

ON-GOING

Contribute to the development of a national Common Alerting Platform.

## Natural Hazards Strategy

- Public consultation on the Strategy was undertaken between October and November 2016 (managed by Greater Wellington Regional Council). A final draft is being reviewed by members of the Regional Planning Manager's Group.

## Common Alerting Platform

- The Ministry for Civil Defence & Emergency Management has taken on responsibility for the CAP Working Group (previously run by GNS Science and Metservice), and development of a national Common Alerting Platform. This should integrate into the scheduled update of the National Warning System and the possibility of cell broadcast messages.