

Wellington Region Emergency Management Office

WREMO Monthly Report

CDEM Group

1 November 2012



1. Executive Summary

1.1. Overview

We are now well past the WREMO 120 day mark and while some key features have been in place since day one (e.g. the on-call duty function etc.); it will take time to achieve all our goals. With the (council and media) honeymoon over, there is a need to deliver against those planned activities contained in the Annual Plan. Current progress is as follows:

1.2. Wins

The Wellington Region came in first place for NZ ShakeOut (registrations per capita) with a strong 5.5% lead on the rest of the country. Wellington, Hutt City and Masterton were in the top five councils.

WREMO (riding the coat tails of the old WEMO) has won 1st Place at the IAEM awards for Public Awareness for our Tsunami Blue Line project in both the Global and Oceania divisions

An interim Annual Plan has been created and is reported against later in this document.

The WEMO building has been modified to cater for a larger standing staff. This has not impacted on the space available in the Operations room.

WREMO successfully engaged with the GW Flood Protection team resulting in three field days to better understand the river networks of our region.

An assessment of the full range of operational SOPs across the region has been completed along with the list for development. 15 of the 80 SOPS have been completed and are under review.

A regional welfare paper (consistent functions, roles and responsibilities) has been completed and agreed. A gap analysis of welfare arrangements is being undertaken with TA Community Development Managers/Welfare Managers across the region. The final 2 will be conducted over the next couple of weeks.

The Wellington Virtual Operations Support Team (VOST) supported the Hurricane Sandy response effort by assisting with three taskings (populating Pinterest boards and Youtube with imagery and video of the damage within Suffolk County over a 24 hour period; identifying the status of Fire Island as there had been conflicting reports: and identifying those hospitals operating throughout the period assigned, in Suffolk County.

1.3 Risks

Some IT challenges remain with remote access to GW servers. These have been gradually rectified with the primary issue now being remote access lag. ***A new Citrix server has been built and introduced. Datacom has been contracted to ensure the system, peripherals and linkages with other networks is optimised.***

Mobile phone (Vodafone) coverage in some Hutt City residential areas and in the Wairarapa is patchy. ***A range of possible treatments have been identified and investigated.***

Greater coordination of knowledge and work programmes is required. We have just come from geographical based silos and need to avoid creating functional silos. Different philosophies on some subjects exist across the organisation. ***These issues are being worked on as part of culture change/creation activities***

The restructure has created a training deficit as new people and processes are identified/developed. ***A training strategy is being prepared along with development needs assessment. An interim training programme will commence early Feb 13.***

The 'WEMO' communications system is currently not functioning to its proper capacity. ***Following a request from WCC, engineers have conducted system functionality assessments. Reports are expected shortly.***

1.4 Key Thrusts for the coming month

A revamp of the CD Volunteer course is complete and the pilot is underway. The programme has been condensed from seven classes to four.

The Compostable toilet Trial (MCDEM Resilience Fund Project) is underway. 90% of the participants are current CD volunteers

The Operational Readiness team have contributed to the Lifelines Transport Access Review with workshops now complete. The report is being prepared

The project to develop a Wellington Enlarged Rural Fire District is tracking well. When complete with resources and responsibility transferred to the resulting body, CDEM staff will be freed to focus exclusively on CDEM challenges.

Planning for the Eastbourne Community Response Plan commences in November. Operational Readiness and Community Resilience will work together on this.



Planning will also commence for the secondary schools rescue programme. This is a long standing commitment with Hutt Valley schools and has potential for wider deployment across the region

A regional rescue exercise is programmed for Nov. Coordination has begun with the Response teams.

Completion of the flood warning procedures for the Wairarapa.

Identification of volunteers to act as rural coordinators in the South Wairarapa (to be added to the resource data base).

Continued development of Wairarapa Civil Defence Centres.

Further development of the South Wairarapa tsunami programme.

Working with Porirua Readynet participating schools to ensure hazards are reviewed and plans are supported by school stakeholders

The continued roll-out of the Porirua community watertank programme.

Review of CD and Welfare centre locations for Kapiti

1.5 Financial Summary



WREMO Income Statement For the 3 months ended 30 September 2012	YTD as at 30 September			Full Year		
	Actual	Budget	Variance	Forecast	Budget	Variance
	\$000	\$000	\$000	\$000	\$000	\$000
Rates & Levies	228	278	(50)	1,113	1,113	-
Government Grants & Subsidies	-	-	-	-	-	-
External Revenue	564	559	5	2,235	2,235	-
Investment Revenue	-	-	-	-	-	-
Internal Revenue	-	-	-	-	-	-
TOTAL INCOME	792	837	(45)	3,348	3,348	-
Less:						
Personnel Costs	441	478	37	1,911	1,911	-
Materials,Supplies & Services	61	219	158	875	875	-
Travel & Transport Costs	18	44	26	175	175	-
Contractor & Consultants	38	62	24	249	249	-
Grants and Subsidies Expenditure	-	-	-	-	-	-
Internal Charges	38	44	6	174	174	-
Total Direct Expenditure	596	847	251	3,384	3,384	-
Financial Costs	-	9	9	36	36	-
Bad Debts	-	-	-	-	-	-
Corporate & Department Overheads	18	18	-	72	72	-
Depreciation	7	5	(2)	20	20	-
Loss(Gain) on Sale of Assets / Investments	(6)	-	6	-	-	-
TOTAL EXPENDITURE	615	879	264	3,512	3,512	-
OPERATING SURPLUS/(DEFICIT)	177	(42)	219	(164)	(164)	-
Add Back Depreciation	7	5	(2)	20	20	-
Other Non Cash	(6)	-	(6)	-	-	-
Net Asset Acquisitions	-	-	-	(30)	(30)	-
Net External Investment Movements	-	-	-	-	-	-
NET FUNDING BEFORE DEBT & RESERVE MOVEMENTS	178	(37)	215	(174)	(174)	-
Debt Additions / (decrease)	-	-	-	-	-	-
Debt Repaid	-	-	-	-	-	-
Net Reserves (Increase) / decrease	-	-	-	-	-	-
NET FUNDING SURPLUS (DEFICIT)	178	(37)	215	(174)	(174)	-

2. Business Activities

2.1. Community Resilience Annual Plan Activities

Community Resilience		
Activity	Details	Comment
Community Engagement	Development of an engagement strategy that accounts for a range of products and services that build capacity, increase connectedness and fosters cooperation	The Community Resilience model that has been developed by the team - with a focus on engaging with communities and facilitating projects that address their needs and interests - has received strong interest and support from MCDEM and other councils across the country. Putting the final touches on it and it should be available for review in mid-November
	Development of a CD Volunteer programme that empowers communities across each of the 4Rs	<p>CD Volunteer course is being redeveloped to fit a regional approach and first course delivered on the 18 October. First redeveloped course was completed on 8 November. We are very pleased with the refocus away from unit standards</p> <p>In cooperation with Caroline Milligan, we have completed the training programme for WgtnVOST. This is the first VOST that has been set up outside of the United States. Using CD Volunteers and council staff, WREMO will be able to assist in a response in Wellington and across the world through social media. The first course was delivered on the 24th of October. WgtnVOST was activated to assist with Hurricane Sandy in Long Island with the Suffolk County EOC</p>
	Development of a Community Response Plan toolkit to facilitate communities to be self-sufficient after an event	<p>The toolkit for the Community Response Plan is nearly complete and with final revisions due from Opus. Completion scheduled for delivery in November. We will look to begin the next one in Eastborne and Naenae in the next month.</p> <p>Still putting final touches on CRP to be made available to public. Beginning work in Hutt and Wellington City</p>
	Investigate the creation of a community online database open to the public to connect stakeholders across the region	We are increasing our connections with the community and building up a network of contacts across the region. There is an aim to build a “connectedness website” that aggregates this information publicly. Dan is meeting with multiple potential providers, including Interger. WCC has initiated a concept very similar to this and we will input into their project which has plans to go regional.
	Working with NGOs and the Public Sector to increase their	The toolkit for the vulnerable communities’ project is in its final stages. We will begin looking to make that



	capacity to connect with and respond to vulnerable communities	available and rolled out across the region in November.
	Working with schools to ensure they are connected to CDEM	Many contacts were made with schools as a result of ShakeOut. We will be planning a systematic approach to engaging with primary and secondary schools at least once a year.
	Development of an Easy BCP for SMEs	Met with three BCP specialists to assist with development of an Easy BCP. Also met with a BCP consultant who will run a series of workshops to help us develop an Easy format for SMEs
	Engaging communities and organisations in the planning process to better understand emergency management expectations and limitations	The CRT is aggregating a baseline of all the communities and organisations in their geographical area. This is the first step to knowing who is in our communities. CRT has provided WREMO a contact of individuals they have contacted
Risk Management	Ensuring the region has an effective understanding of its hazardscape	Several projects are underway, including Tsunami Blue lines, review of the region's hazardscape, lifelines restoration times, etc.
Communications	Standardisation and development of a public education suite to reflect a regional approach and more community examples	It's Easy is under redevelopment and is nearly complete
	Investigating and expanding the use of new technologies to communicate with the public	We have recently surpassed 7,000 followers on our WREMOalert account, one of which is John Key.
	Traditional media is continued to be used appropriately	We are evaluating ways to increase our presence and use of social media before, during and after an event. Working with Abi Beatson to partner her PhD with our work in emergency response
Preparedness Enablers	Facilitating the availability of preparedness enablers across the region	Grab & Go's are being sold iSite in Hutt City, Porirua and service centre in Kapiti, plus New World, Mitre 10 and Moores Wilson Investigating 250L home water tanks for under \$100. Developing a capacity building model for the general public to be delivered by RT8. This preparedness delivery will be tied their annual funding Investigating the use of L brackets for use in schools as a giveaway campaign.
Local Authority Specific Projects	Further implementation of the Tsunami Blue Lines project in Wellington City	WREMO has just won 1 st Place for the IAEM awards for Public Awareness for our Tsunami Blue Line project in both the Global and Oceania divisions. We have been asked to send a poster where they will display the



		<p>project at the IAEM conference in Florida.</p> <p>Developing an agreement with scientists in Canada to use tools to measure the effectiveness of Blue Lines</p> <p>Significant work on the logistics for the Blue Lines has been taking place so they can go down in Owhiro and Houghton Bays on 20 Nov</p>
	Manage the installation of rainwater collection tanks - Porirua	Tracking to plan.
	Manage ongoing project installing rainwater collection tanks in the community – Hutt and Upper Hutt	Tracking to plan.
	Complete the South Wairarapa District Tsunami Awareness programme including signage and customised information cards and for coastal settlements – Wairarapa Councils	An assessment of the South Wairarapa District tsunami awareness/signage has been completed and actions are to be implemented.
	Plan and conduct CD Volunteer training in the Wairarapa	Internal planning discussion held

2.2. Operational Readiness Annual Plan Activities

Operational Readiness		
Activity	Details	Comment
Response planning and systems	Review of existing “essential” (EOC activation, Duty Officer) SOPs and development, and development of common SOPs for regional use	Series of meetings and reconnaissance completed with River Management Team. Evaluation process for Callout Team nearly complete. National Warning System under testing still – some teething problems within MCDEM
	Assessment of each ECC/EOC to determine the suitability of systems and equipment for operation	EOC activation SOP nearly completed – has been complex by nature of different systems utilised. Range of other SOP's under final review before implementation. Controller and Recovery Manager schedule under review and nominations for MCDEM workshops in November proceeding. National Warning System still under testing Completion of EOC activation SOP and other SOP's proceeding
Recovery systems and planning	Review of existing recovery frameworks with a view to developing a standardised recovery framework	Limited activity to date.
Operational Management	Management of the duty officer function to ensure all warnings are dealt with appropriately	Regional EM callout document completed for distribution. Callout procedures completed and allowances approved.
	Build relationships and understanding with operational partners and stakeholders to enhance cooperation and collaboration in integrated planning and during emergencies.	ESCC lists and minutes being obtained to ensure constancy in attendance across Group. Duty Officer roster, callout procedure and allowances are now operating ESCC lists and minutes being received
Emergency Public Information	Provide structure for Regional Public Information Managers (PIM) Group	Group PIM manager has left GW. New appointment due and a further meeting to be arranged looking at common web access for easy upgrade. New Group PIM Manager has been appointed. Meeting to be organised
Lifelines Coordination	Establish and strengthen relationships with lifelines organisations	Meeting held with Dave Brunsdn from WeLG to provide impetus to appointing Richard Mowll as the Lifelines Utility Coordinator.
	Review existing lifelines projects and determine the areas for future development	Next move to ascertain MCDEM position regarding their duty to provide training for this position. Meeting requested with Mark Constable in October. Range of Transport access workshops attended with



		<p>WeLG. Positive input from local authorities and lifeline utilities promises to deliver insight to the issues that will exist after a major earthquake.</p> <p>Transport Access workshops have been completed across the Group. Report being prepared for distribution to Mayors, CEO's and participants at the workshops.</p> <p>This report provides the background to the Infrastructure Restoration Times Report</p>
Regional Response Teams	Coordinate Regional Response Teams	<p>Work proceeding to provide a framework for audit of reregistration procedure.</p> <p>Co-ordinated helicopter training with Rural Fire Forces and the three Regional Response Teams held for those not holding the appropriate unit standards</p>
Welfare Planning and Coordination	Assess the functionality of local welfare arrangements, capability and resourcing across the region	<p>Welfare discussion document being prepared seeking consistent welfare across the Group.</p> <p>Welfare document presented to LT and approved to enable consistent welfare across the Group. Discussion are being held with Community Development Managers on implementation</p>
	Participate in the Welfare Advisory Group	
Exercises and Training	Develop a Training Plan for all ECC/EOC staff	<p>A needs analysis workshop for training of all EOC staff has been completed.</p> <p>Meeting held with training provider to develop process for delivery of a range of training requirements.</p> <p>A report is now being developed for the CEG regarding extent of training required and commitment in time by Local Authorities.</p> <p>Work progressing on training plan report for the CEG taking in to account information that has been received from the Waikato Group on their training plan</p>
Local Authority Projects	Transition towards self management for Hutt City (NZRT18) and Wellington (NZRT8) response Teams	Initial discussion only
	Establish the role and capacity for PERT	Training underway
	Coordinate tasking of area siren systems through Area Coordinators for early warning re flooding or tsunami	Annual siren test of Hutt City sirens held on 1 November 2012
	Management of the Hutt Valley Secondary Schools Rescue Programme – Hutt and Upper Hutt	Planning has commenced with the Training Provider for the programme to be held in March/ April/May 2013
	Establish Civil Defence Centres in Carterton and South Wairarapa	Community groups continue to make steady progress with the establishment of their Civil Defence Centres
	Develop a comprehensive Wairarapa resource register	Present emphasis is with establishing rural contacts (coordinators) in the Carterton and South Wairarapa



		<p>Districts. These contacts are being added to the resource register. Resource register being updated as information received</p>
	<p>Actively encourage all agencies/organisations that are listed in the Wairarapa District Welfare plan to plan collectively to ensure delivery of their respective tasks/functions in an emergency</p>	<p>Agencies/organisations as listed in the Wairarapa District Welfare Organisation (WDWO) are to review their respective role and functions. Amendments will be incorporated in the new year.</p>

2.3. Business and Development Annual Plan Activities

Business and Development		
Activity	Details	Comment
Policy, Strategy and Planning	Development of WREMO's Strategic Plans	<ul style="list-style-type: none"> CDEM Group Plan - Five workshops were held (Lifelines, Emergency Services, Local Authority Managers, Welfare, Planners). The writing of the Plan is under way Interim Annual Plan - Annual Plan designed and completed
	Development of WREMO Policies	Developed WREMO policies, strategies and guides – including: File Management Policy, Petty Cash Policy, Vehicle Use Policy, WREMO Room Use Policy, WREMO Style Guide
	Development of project planning, management and delivery policy	Project planning guide developed and being trialled as part of Compost Toilet project
	Development of plan review and evaluation policy	Not started due to new CDEM Group Plan not implemented
Technology	Development of an EMIS Implementation Strategy	Underway. Kirill Volkov has attended a 3-day EMIS workshop at the Ministry of CDEM
	Development of a Website Development Strategy	Underway
	Investigate an Alternate IT Platform for WREMO	Underway. In the process of getting a trial of Google Apps for Business
	Ensure radio communications are maintained with regional stakeholders	Weekly radio checks (WCC and Wellington Region) and monthly CDEM services radio checks, and keeping the inter-agency contact lists up to date.
Professional Development	Development of a Professional Development Policy and Strategy	Work on the strategy has started
Reporting, Monitoring and Evaluation	Development of a reporting template and policy	A draft template has been developed which is currently tested
	Administrative support is provided for CDEM committees and WREMO Business Groups	Support is provided at CEG Sub Committee, CEG and Joint Committee meetings (minutes, order papers, reports, etc.)
Administration, Library, Finance	Establishment of WREMO Library	<ul style="list-style-type: none"> Established a process with GW librarian and negotiated with Department of Internal Affairs (DIA) to utilise there services. Book case has been located. Some library material already being delivered to

		<p>WREMO. Negotiations underway with GW Librarian regarding transfer of CDEM–related material to WREMO</p> <ul style="list-style-type: none"> Supported the Regional Manager in preparing the WREMO Budget for 2013-2014
	Health and Safety requirements are met	<ul style="list-style-type: none"> The two administrators have been trained and are now overseeing the Health and Safety system (SafeTsmart) A buddy system, for persons working alone, is being investigated and trialled as part of Compost Toilet project.
	Administrative support is provided to WREMO	Regular support regarding meetings, enquiries, dealing with visitors, etc.
Organisational Philosophy	Promotion of WREMO mission, vision and values	Working with Regional Manager and other WREMO staff in creating a positive working environment
	Facilitate team building	WREMO Team projects (clean out WEMO basement, GW induction, presentations, etc.)
	Facilitate sharing information within WREMO	Information filed in common WREMO file – available to all WREMO staff
Virtual Pool	Manage Resilience Fund projects and 2013/2014 applications	<ul style="list-style-type: none"> Compost Toilet Activities - in the establishment phase of the project. A project team has been brought together and a project plan developed. Volunteers invited to participate in the trial have been recruited and a compost toilet workshop for participants was held. The purpose of the workshop was to introduce the project team, give a practical demonstration of the compost toilet system and provide important hygiene information Compost Toilets have been installed and the trial commenced on 29 October 2012. A pre-trial survey has been distributed and weekly site visits have commenced Two resilience Fund projects, Wainuiomata Community Response Plan and Building Social Agency Networks (vulnerable communities) are complete. The final Guide documents are being developed Project brief was released and put to tender. 6 tenders were received and River Edge Consulting has been hired as the lead consultant (in partnership with SKM). Cuttriss have also been hired to carry out

		<p>some survey work which will provide more detailed information for the modelling. This is on track. A progress meeting was held in late October, WREMO staff from around the region will also be brought in for a meeting to discuss and help determine the most useful format for the final inundation maps.</p> <ul style="list-style-type: none"> • Facilitating Resilience Fund process for 2013/2014 applications
	<p>Support provided to Community Resilience, Operational Readiness and Area Coordinators when required</p>	<ul style="list-style-type: none"> • Facilitated ShakeOut debrief at regional level and contributed to National ShakeOut debrief. • Developed a project plan template, a 'mayoral pack', and assisted the Community Resilience and Operational Readiness Teams when required (enquiries about events/staff visiting, training of volunteers application pack, receipting packs, arrangements for interviews, vet applications) • Working with the Greater Wellington Region Council's Senior Natural Hazards Advisor to update the 2007 document on the region's hazards – joint project with Community Resilience