

Wellington Region Emergency Management Office

Quarterly Report

1 July – 30 September 2015



Executive Summary

Overview

Another busy quarter, largely dominated by BAU activities with one event; the distant source tsunami originating off the coast of Chile. The effects of the tsunami were largely mitigated by the time of arrival (1 am).

Wins

- 1. *International Association of Emergency Managers (IAEM) Awards.*** While these have yet to be officially announced, WREMO will be the recipient of both global and Oceania awards (in the Public Awareness category) for our Community Response Plan concept, methodology and associated toolkit. The International Association of Emergency Managers (IAEM), which has more than 9,000 members worldwide, is the pre-eminent international non-profit organization of emergency management professionals.
- 2. *Electronic Media.*** While this topic has been a regular feature on the wins page, the list of Facebook followers shows no signs of abating and now sits just below the 50,000 mark. This has been the result of not only a steady stream of emergency events, but some clever marketing to spark community interest. During the recent floods, information made available via the Group Facebook page (WREMOnz) achieved over 500,000 impressions with one posting reaching 161,000 people. At the same time, statistics from the Group website indicated 23,892 unique visitors, 30,920 sessions (some visitors came back), 127,050 page views (4.11 pages per session), 02:58 average session duration, with 42% of the sessions accessed from mobile (tablet/phone) devices.
- 3. *Red Cross App.*** The mobile phone app, the result of a collaboration between WREMO and Red Cross is now essentially complete and just needs the alerting protocols to complete the development phase. This app is part of a global project by Red Cross' Global Disaster Preparedness Centre and is intended to provide easy access to preparedness information, life saving information (by rebroadcasting alerting agencies existing data feeds), plus situational reports via geo-targeted push notifications as sent from authorised agencies. It may also allow people to monitor the location of loved ones who live outside our region. The functionality provided will be available for use by other CDEM Groups as well as MCDEM.

Executive Summary

Developments

The more notable activities progressed throughout the quarter include:

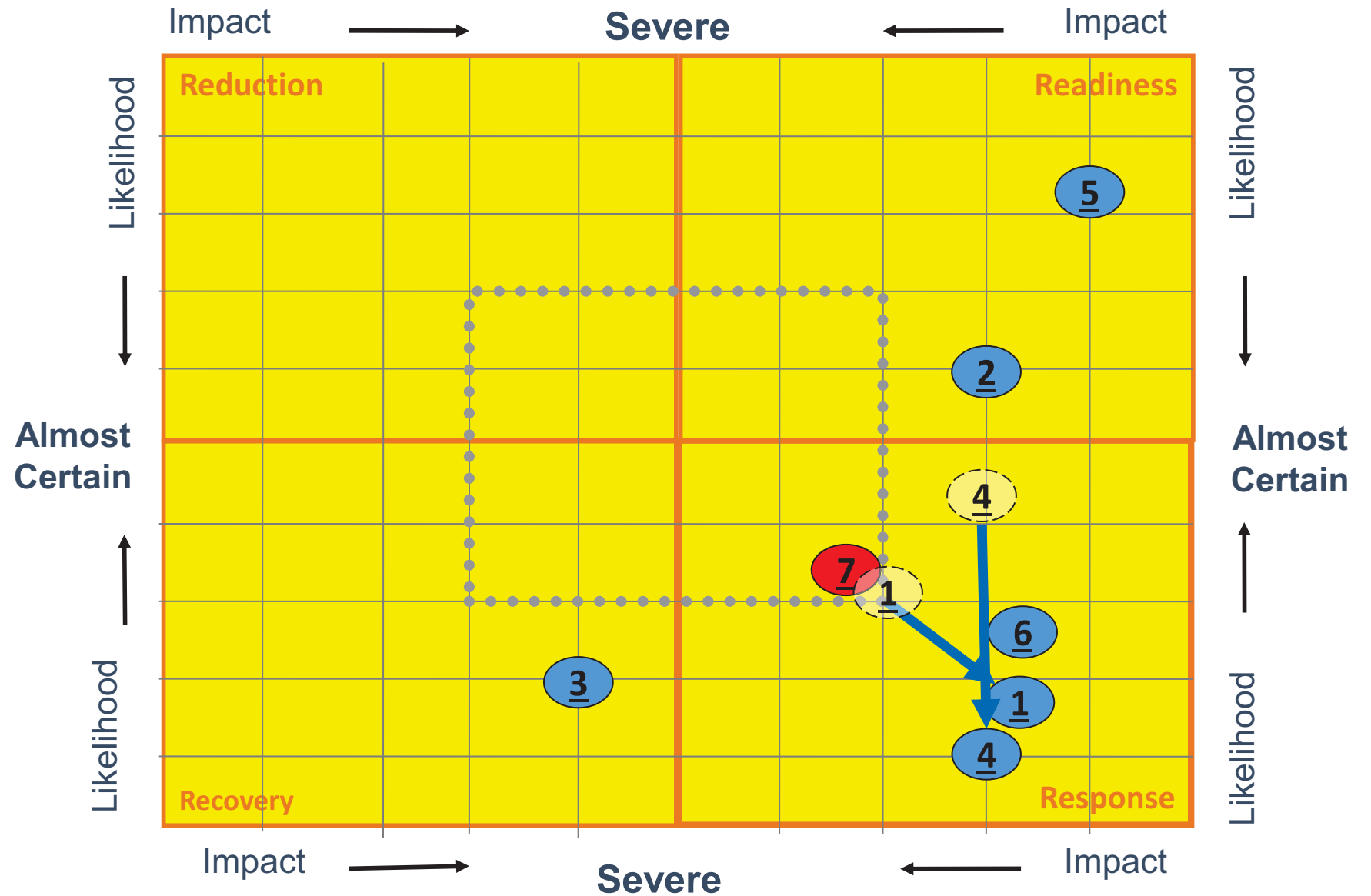
- 1. Civil Defence Centres.** Considerable preparatory work occurred in our project to rationalise the location, nature, and equipment set for CDCs. This will bring these community led centres in line with recommendations arising from Community Response Plans.
- 2. ICT Upgrade Project.** Over the past three months the WREMO IT team has continued to make good progress on ICT enhancements to EOCs along with our messaging platforms. New software has been installed on each of the EOC laptops to allow WREMO staff to manage upgrades remotely. The team has also be working with some councils to optimize dual purpose EOC/training laptops, so the equipment may be used for council purposes (e.g. IT training suite) in addition to its primary role supporting emergency operations. The “getprepared” website has been reconfigured for PIMs to more easily upload information to the site. PIMs throughout the region have been trained on the new templates. The website configuration has been enhanced since the 14 May flood to make it more user friendly for those accessing via mobile phones and tablets.
- 3. EOC Training.** The CDEM training programme over the last couple of months has been focussed on getting staff prepared for the EOC exercises in November, with an emphasis on role responsibilities and tasking across teams. Feedback from staff in May/June indicated they required more knowledge on the basics of their CIMS roles, so the training programme was modified slightly and a new module built to fill the need. This module (EOC207), received a great response from all staff, and encouraged desk managers in some councils to host familiarisation sessions with their teams. In August, staff were then given activities that had them considering how their functional responsibilities might link with other desks of the EOC, and also with agencies or Council business units. In September we addressed how to break tasks down and assign them . We now have only one module remaining for October (Visual Display), before the exercise in November, during which each EOC will be assessed against the programme delivered throughout the year. We intend to use the results of this to shape the training programme in 2016.
- 4. Tsunami Planning.** GNS Science has now completed the tsunami inundation remodelling for the Wellington Harbour and parts of the southern coast. The results are being reviewed to determine any potential changes to current tsunami evacuation maps. Early indications are that there will likely be a reduction in the size of the orange and yellow (evacuation zones) for the inner harbour. The resulting maps will have a flow-on impact on both the Group Tsunami Plan review and the Blue Lines initiative.

Executive Summary

30 September 2015

Risk Matrix

1. Current response structures unsustainable
2. Waning community interest in resilience building initiatives
3. Lack of effective Recovery Framework
4. Switch to digital ES communications
5. Challenge implementing MCDEM initiatives
6. Inadequate operational connectivity
7. Insufficient numbers attending EOC training (New Risk)



Executive Summary

Risk Management

1. Two years ago, the Group's response structures were considered by some as unsustainable, particularly given the challenging training load and the time available to conduct this. The Response Structure Review was launched to investigate more appropriate models, learning from the experience of other Groups. In the meantime, advances that better utilise emerging technologies, the design and implementation a new modular EOC training system, along with a more collaborative approach across the region, have mitigated many of the perceived risks. The new modular EOC training framework (which commenced in March) provides a more flexible approach to delivery, whilst remaining consistent across the region. This will enable inter-council support during an event. Scenarios are currently being used as the basis for each training session. These will expose council staff to problem solving and decision making using CDEM tools. (This risk will be removed for the next quarterly report).
2. As time elapses since our last major emergency, public interest in resilience building initiatives wanes. Projects in this space need to be part of a rolling programme with constant refreshes to take account of emerging knowledge as well as utilising innovative means to empower people to take ownership of their circumstances. NZ Shakeout, scheduled for October 2015, presents an opportunity to rekindle interest at a basic level.
3. The lessons arising from Christchurch's recovery programme must be incorporated into a framework tailored for the Wellington region. The Group Pre-disaster Recovery Framework project launched with a forum held 26 March 15. There are synergies associated with, where possible, aligning this project with Wellington City Resilient Cities programme outcomes.

Executive Summary

Risk Management

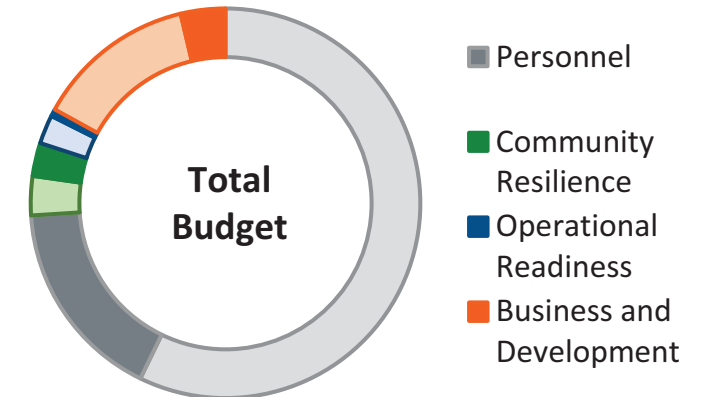
4. The original advice was that analogue CDEM VHF radios and repeaters were required to be replaced by digital sets by 2018. A project was launched to achieve this. A budget for this purpose has been factored into the LTP process. Further investigation is required to refine the strategy and resulting costs. The most recent advice challenges moving down a digital path and may see the Group better placed by rationalizing and upgrading the current analogue network. A recommended path ahead will be provided in the next six months.
5. The need for up-skilling and a more rigorous national approach to Welfare has driven a need to recruit an in-house Welfare specialist and will require councils to commit to developing more comprehensive welfare support networks. The new 2 year training regime for controllers will likely require a revised strategy for the provision of controllers throughout the region. Three controllers have now completed the National training programme and a further two are scheduled for the next course (Nov 2015).
6. The previously reported risk has been downgraded. Once the few outstanding tasks (including the user documentation) are complete, the risk will be removed from the matrix.
7. (New Risk). This reflects a reduction in the number of Council staff attending EOC training. WREMO staff are working with councils to “encourage” attendance.

Financial Summary

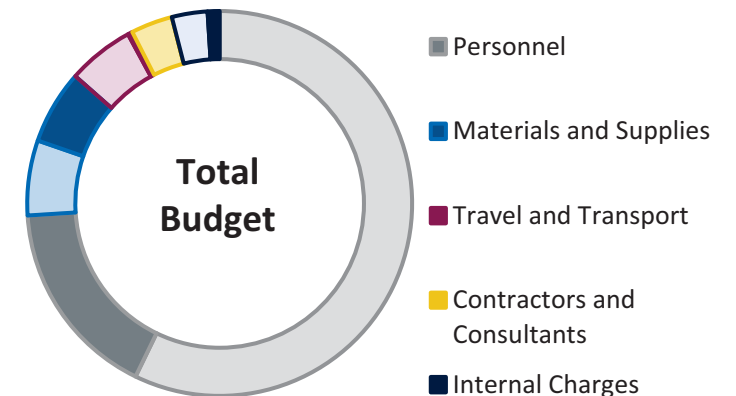
As at 30 September 2015

WREMO Income Statement For the 3 months ended 30 September 2015	YTD as at 30 September 2015			Full Year		
	Actual \$000	Budget \$000	Variance \$000	Forecast \$000	Budget \$000	Variance \$000
Rates & Levies	186	185	1	741	741	-
Government Grants & Subsidies	-	-	-	-	-	-
External Revenue	458	458	0	1,831	1,831	-
Investment Revenue	4	3	1	12	12	-
Internal Revenue	-	-	-	-	-	-
TOTAL INCOME	647	646	1	2,584	2,584	-
less:						
Personnel Costs	501	550	49	2,200	2,200	-
Materials,Supplies & Services	186	94	(92)	376	376	-
Travel & Transport Costs	13	27	14	107	107	-
Contractor & Consultants	4	27	23	109	109	-
Grants and Subsidies Expenditure	-	-	-	-	-	-
Internal Charges	30	31	1	125	125	-
Total Direct Expenditure	734	729	(5)	2,916	2,916	-
Financial Costs	-	-	-	-	-	-
Bad Debts	-	-	-	-	-	-
Transition Costs - operational	-	-	-	-	-	-
Depreciation	31	11	(20)	43	43	-
Loss(Gain) on Sale of Assets / Investments	-	-	-	-	-	-
TOTAL EXPENDITURE	765	740	(25)	2,959	2,959	-
OPERATING SURPLUS/(DEFICIT)	(117)	(94)	(24)	(375)	(375)	-
Add Back Depreciation	31	11	20	43	43	-
Other Non Cash	-	-	-	-	-	-
Vehicles and other plant purchases	(67)	(70)	3	(70)	(70)	-
Net External Investment Movements	-	-	-	-	-	-
NET FUNDING BEFORE DEBT & RESERVE MOVEMENTS	(153)	(153)	(0)	(402)	(402)	-
Debt Additions / (decrease)	-	-	-	-	-	-
Debt Repaid	-	-	-	-	-	-
Reserve Investments Interest	(4)	(3)	1	(12)	(12)	-
Reserve Investments Transfer Out	-	-	-	414	414	-
NET FUNDING SURPLUS (DEFICIT)	(157)	(156)	(6)	-	-	-

Portion of budget spent by team



Portion of budget spent by category



Personnel is marginally underspent but does not take account of annual market adjustments which take effect 1 September 2015. Materials is \$92k overspent, largely as a result of timing variances where significant charges (such as radio advertising) have occurred at the beginning of the financial year. Overall, tracking close to budget once the \$414k reserve funding is applied.

Community Resilience

Areas of progress:

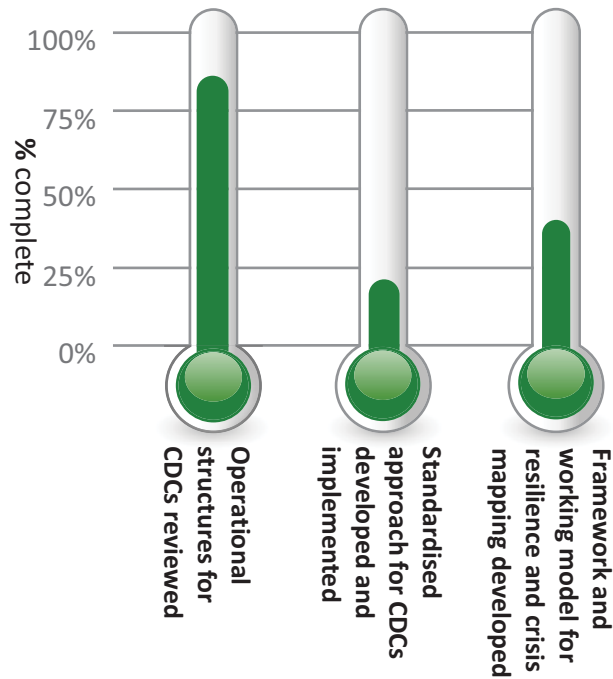
- **ShakeOut** – The team has been working with a wide range of stakeholders to sign people up for ShakeOut on 15th October. This involves promoting the event through a range of avenues (social media, radio, phone calls and direct visits) and there has been an escalation in activities since mid-August. As of the first week in October, the Wellington region was leading the next closest group by 6%. The remaining two weeks will involve an intense final set of promotional activities.
- **Community Response Plans (CRP)** – Over the last few years, the CRP process has gone through multiple iterations with a goal of creating a methodology that takes community members through a process where they can lead their own response and resilience building efforts. The process is now tied closely to the Civil Defence Centre (CDC) and the Community Emergency Management training programme. The methodology and toolkit was submitted to the International Association for Emergency Managers awards and won the Global Award for Public Awareness. The feedback from the committee was that the concept was voted on unanimously and stood out among the nominees in its concept and implementation. This is further recognition for the innovative work that is coming out of WREMO in the field of community resilience.
- **CDC review** – The CR team will be standardizing the concept and operationalisation of the CDC across the region. This is a significant piece of work that requires an evaluation of the role of a CDC with regard to Emergency Management and community expectations. Currently, there is a significant disparity of CDC capabilities across the region as well as differing terminologies and expectations. The team has almost completed evaluating the existing regional and national arrangements and is developing a proposal that brings the region into alignment. Operational processes for community-led activation are being developed and tied to the Community Response Planning process. In the second quarter, the team will begin consulting with the community about locations of CDCs, potential name changes and standardizing equipment for a community-led activation.

Community Resilience

Areas of progress:

- **Symposiums for Schools, Small Businesses and Social Agencies** – The team has spent the last few years reaching out directly to individual stakeholders to build relationships and assist in planning where possible. As with any community, there are varying degrees of interest. To better use the team’s time and still provide an excellent level of service to our customers, we are offering a range of annual symposiums for schools, small businesses and social agencies that look after vulnerable populations. This is an opportunity to build these organisations capacity to be better prepared as well as provide a networking opportunity for these different groups to build networks in their respective fields. Much of the work for these symposiums is being compiled from our existing resources for schools and social agencies while the team is working with a Business Continuity Specialist to develop a programme for small businesses. These will begin rolling out in the region in the second half of the year.
- **International Centre of Excellence** – WREMO has been approached by a number of international organisations to highlight its approach to community resilience and discuss future partnerships.
 - Interview with Emergency Management Australia Podcast - <http://www.buzzsprout.com/19389>
 - Keynote speaker at SES-CFA conference in Melbourne on Community Engagement for the Emergency Management sector – <http://livestream.com/cfavic/events/4232165>
 - Organised a side-presentation with MBIE for the Leaders Forum on Resilience and Recovery. Local CEs representing key infrastructure companies were given the opportunity to engage with international experts Dr Laurie Johnson, Dr Lucy Jones, Prof. Tom O’Rourke and Michael Nolan with a goal of discussing resilience building opportunities that will benefit the region during a recovery.
 - Invited to present at Northeastern University’s Center for Resilience in Boston (staff member on vacation) on the WREMO model and approach to community resilience. Northeastern and WREMO/Massey are discussing ways the two organisations can collaborate on resilience research and practice in the near future.
 - Invited to present the WREMO model and approach to Dr Lucy Jones and her colleagues in Los Angeles (WREMO staff member was already in LA on vacation). Future collaboration opportunities have been encouraged for both organisations.

Community Resilience



Community Response Plans



CRPs on a 2 year cycle are scheduled for review

Social agency-based symposiums



School-based symposiums



Small to medium sized business-based symposiums



Face-to-face engagement at schools



IN PROGRESS

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

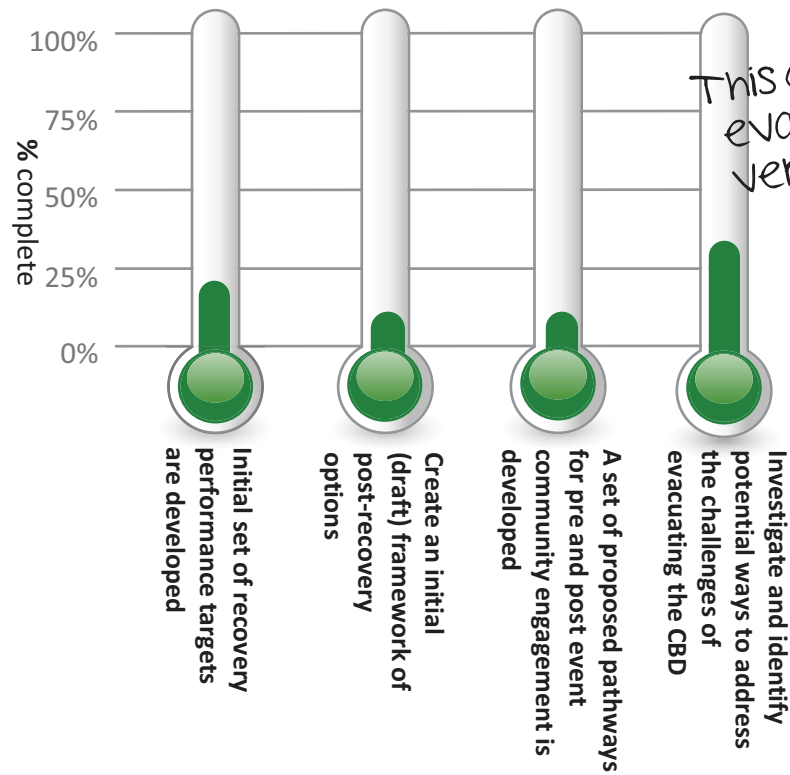
IN PROGRESS

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

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Community Resilience



Engage with community resilience projects undertaken by ICoE



NOT STARTED

A Group Recovery Officer is appointed

Community Preparedness Training



2 training sessions are Marae based

591 people have completed volunteer training since the training courses began in 2010

International and national collaboration on resilience



Tsunami Blue Lines

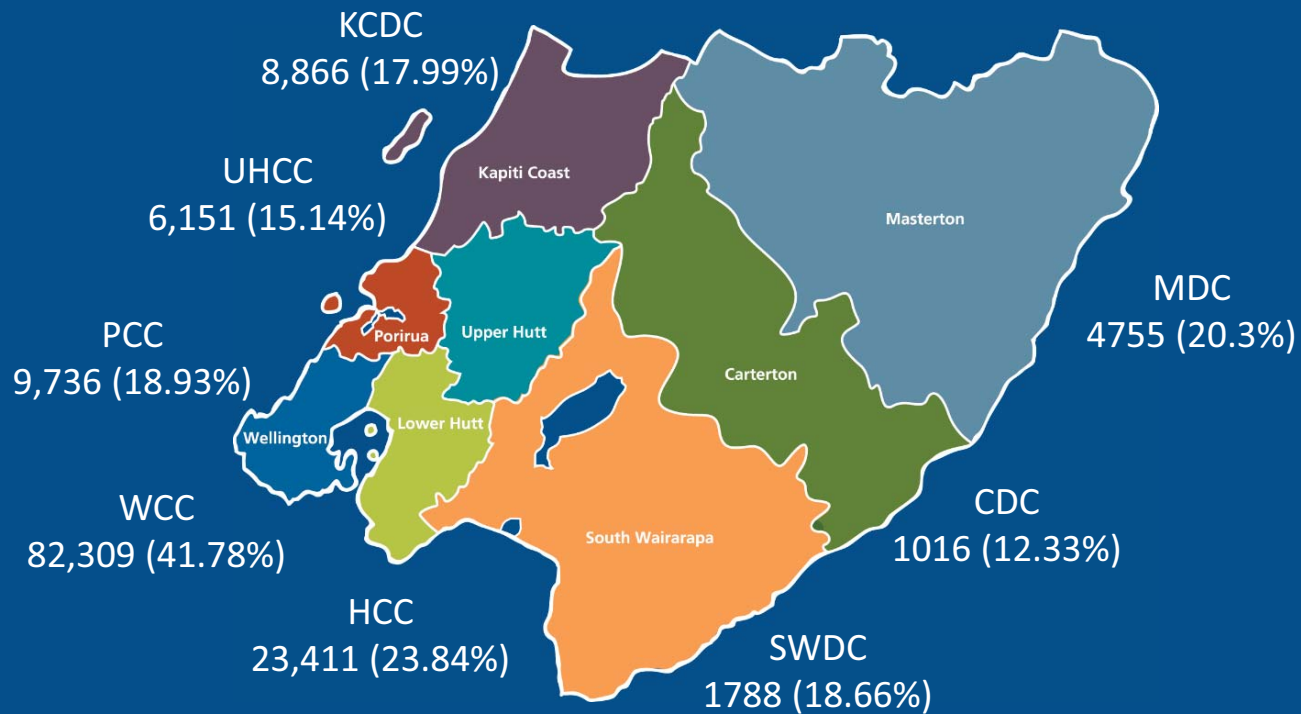


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 Completed this quarter
 Remaining to be completed



NZ Shakeout 2015



Total for the Wellington region

(as at 30th September)

143,401

29.98%

Target: 40% of the Wellington region signed up for Shakeout 2015





A variety of posts have been used to promote ShakeOut on Facebook

Community Resilience

Communication

ON-GOING

Three Facebook posts per week.

IN PROGRESS

Public fair attendance.

ON-GOING

Regional radio advertisements and interviews are conducted monthly.

Increasing connectedness

ON-GOING

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

Preparedness enablers

ON-GOING

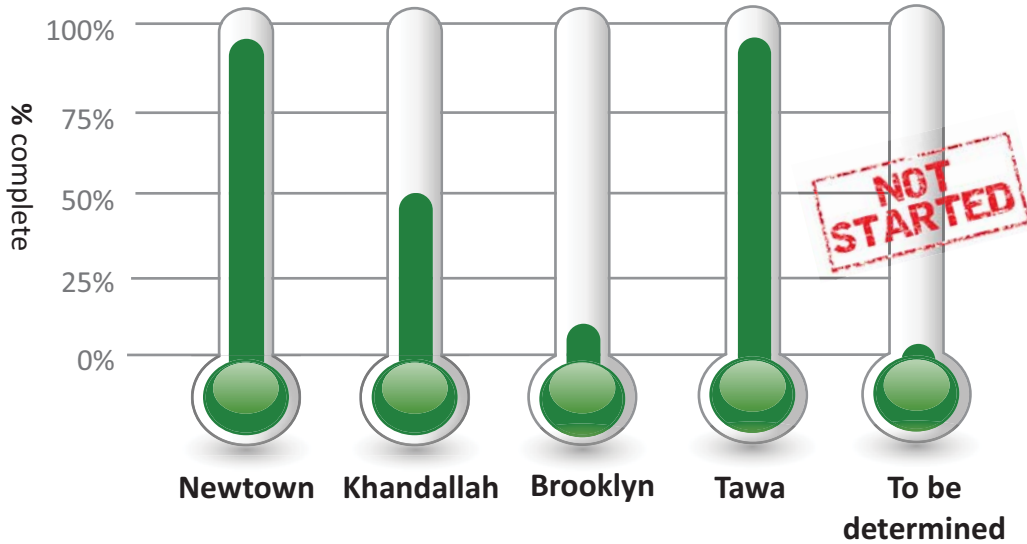
Preparedness enablers are available across the region.

- Further development is planned to enable the database to track the number of schools using the response planning tool and practicing drills. This will be in place by the end of the year.
- A Group Recovery Officer will be appointed by the end of the year.
- Facebook posts occur as scheduled each week.
- Fairs are scheduled and volunteers and staff will attend throughout the spring and summer period.
- Radio advertisements occur on a regular and scheduled basis
- The staff spend two hours per week meeting with community members to discuss non-emergency related topics that help build strong relationships.
- Preparedness enablers are sold in a variety of ways across the region and we are working with different councils to further promote the water tanks via rates flyers.

Wellington City

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

Community Response Plans



Symposiums

UNDER DEVELOPMENT

2 x small to medium business-based

UNDER DEVELOPMENT

3 x social agency-based

UNDER DEVELOPMENT

4 x school-based

Face-to-face school visits



Community preparedness training



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

- Met with many different organisations and individuals across the community to better understand what is happening and what are the drivers so we can better engage and integrate into existing initiatives and interests, including social services, councillors, council departments, community centres, community members.
- Met with members of the Brooklyn community to try to build engagement in a Community Response Plan for the area.
- Participated in workshops with the New Zealand Fire service to assist in their re-visioning of their use of volunteers based on the WREMO model.
- Presented a segment on Tsunami risk for Victoria University's general science course.
- Participated in a national workshop about the future of Neighbours Day.
- Promoting ShakeOut with schools and local businesses and other organisations.
- Facilitated workshops as part of the launch of Wellington as one of the 100 Resilient Cities project.

Miramar Central School practice tsunami evacuation drill

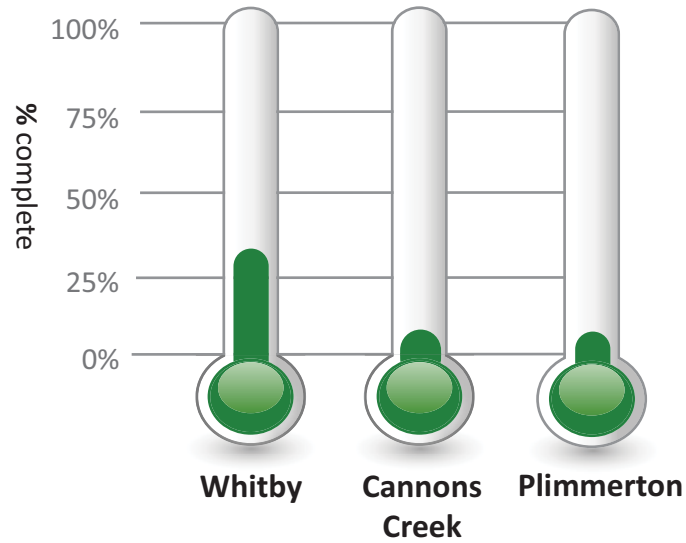
Congratulations to Miramar Central School on a successful tsunami evacuation drill in practice for NZ ShakeOut. It might have been wet but it didn't stop all 15 classes getting up the hill and out of the tsunami risk zone faster than their 12 minute target! A post about this drill received a huge positive response on our Facebook page with over 750 likes, comments & shares.



Porirua City

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

Community Response Plans



Symposiums

- UNDER DEVELOPMENT 1 x small to medium business-based
- UNDER DEVELOPMENT 1 x social agency-based
- UNDER DEVELOPMENT 2 x school-based

Face-to-face school visits



Community preparedness training



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

- Papakowhai – Paremata Civil Defence Centre working bee. The CRP team got together with WREMO to do a stock take of the gear at the Civil Defence Centre, practiced getting into the facilities and tested the radios.
- Continued engagement with Partners Porirua and their teenage parenting education programme.
- Visited Elim church and they are now keen to be an Welfare Centre.
- ShakeOut engagement with schools, community organisations and businesses.
- Organised Porirua Emergency Response Team (PERT) to attend Scout/Cub talk and a Family Fun Day at Jetts Fitness.
- Talked to Youth and Emergency Services.
- Met with Plimmerton Croquet Club about their preparedness for tsunami/flooding and a SH1 closure.
- Coordinated with Housing New Zealand Porirua to get the It's Easy booklets into their residents' welcome kits.
- Hosted CR Team in Porirua to meet with a local councillor to talk about working with Pacific Island communities.
- Considerable community engagement with small businesses and community groups – calling in to see what they do.
- Engagement with Titahi Bay School and Mayor Nick Leggett for the development of a video promoting the Shake Out drill.

Shake Out Titahi Bay School

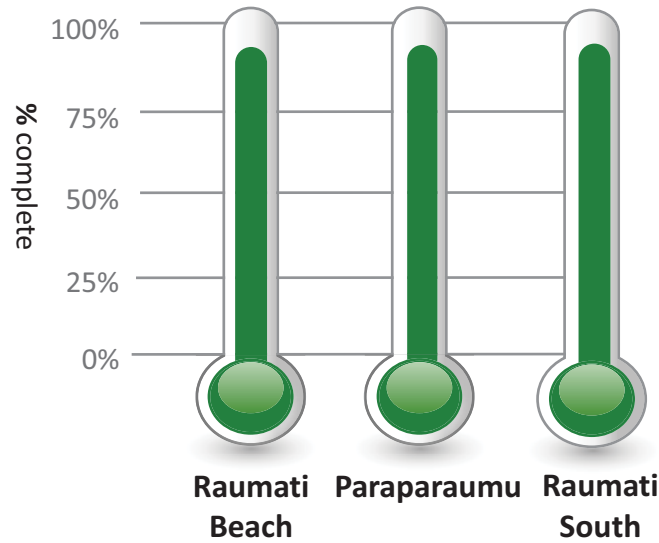
Working with Titahi Bay School to develop a video of Mayor Nick Leggett promoting the Shake Out drill.



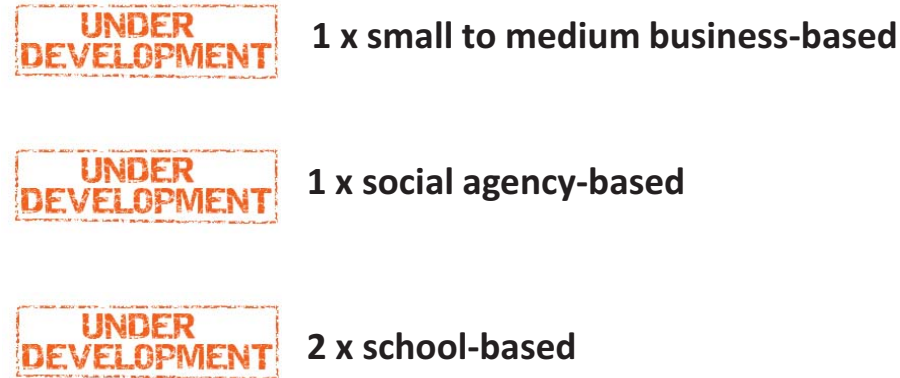
Kapiti Coast

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

Community Response Plans



Symposiums



Face-to-face school visits



Community preparedness training



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

- Facilitation sessions for 3 CRPs were concluded in the Kapiti area during the month of July. All communities in Kapiti now have completed an initial CRP. However, Raumati, Raumati South and Paraparaumu are still waiting on their CRP outcomes being formally recorded. The delay is the result of waiting on the finalisation of the new CDC Operating Guide. Once this document is finalised (within the next month) the respective CDC guides for each community will be populated with the relevant details drawn out via the CRP engagement sessions and distributed to the stakeholders and made publicly available.
- Reviews are due in Otaki, Te Horo, Waikanae and Paekakariki over the next six months and will be an opportunity to update the existing plans with the more relevant CDC Operating Guide. The Kapiti EMA has recently started discussions with the Otaki Plan Champions to breathe new life into the Otaki CRP review process.
- All schools in Kapiti have been engaged with over this quarter with a specific push for all local schools to get involved in the national earthquake drill 'Shakeout'.

Kapiti Mayor & councillors help to raise awareness for Shakeout

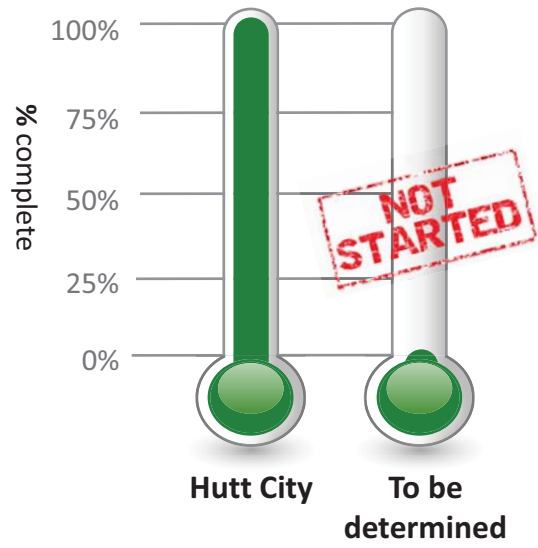
To help raise awareness and encourage Kapiti residents to get involved in the National Earthquake Drill 'Shakeout', Kapiti Mayor Ross Church and Councillors Gavin Welsh, Penny Gaylor and Janet Holborow help to highlight that 'drop, cover and hold' is just as important for adults to do as it is for the kids....



Hutt City

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

Community Response Plans



Symposiums

- UNDER DEVELOPMENT 1 x small to medium business-based
- UNDER DEVELOPMENT 1 x social agency-based
- UNDER DEVELOPMENT 3 x school-based

Face-to-face school visits



Community preparedness training



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

- The team has engaged with local business and early childhood centres in the Lower Hutt area to help them with emergency preparedness and business continuity planning. As a result, there have been many collaborations on emergency preparedness by working together with next the business next door. For example planning tsunami evacuation routes by considering commercial neighbours who can help at early childhood centres. To promote ShakeOut to Lower Hutt, we are working together with Hutt City Council's Promotions team including running promotions within the HCC's internal network encouraging HCC staff to take part in ShakeOut and have included ShakeOut in a Hutt City news article in September.
- We are working together with Hutt City Council to implement ShakeOut promotional and educational displays across all the 8 libraries in Lower Hutt.
- Hutt central and Wainuiomata neighbourhood support are helping to display shakeout promotional information with their groups.
- Majority of the schools in the Lower Hutt area have also signed up to ShakeOut, those that have not have been contacted and reminded.
- Eastbourne and Petone-Moera-Seaview Community Response Plan champions have organised community groups to distribute ShakeOut flyers in residents' letter boxes to promote ShakeOut.
- Wainuiomata volunteers have met to discuss how they can progress resilience in Wainuiomata.
- An emergency preparedness course was held in the Lower Hutt Emergency Operations Centre with a good turnout of community members.

Eastbourne Community Response Plan sign-off

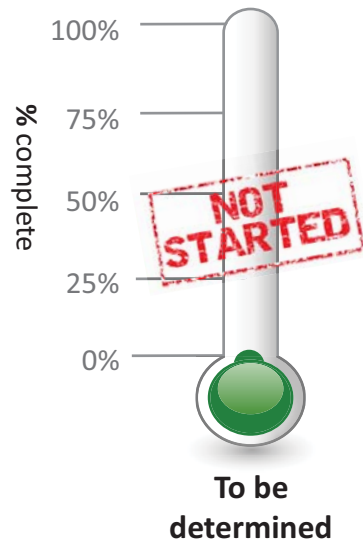


The champions for the Eastbourne CRP met to sign off the final revised CRP.

Upper Hutt

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

Community Response Plans



Symposiums

UNDER DEVELOPMENT

1 x small to medium business-based

UNDER DEVELOPMENT

1 x social agency-based

UNDER DEVELOPMENT

1 x school-based

Face-to-face school visits



Community preparedness training



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

- To promote ShakeOut to Upper Hutt, we are working together with Upper Hutt City Council’s Communications and Promotions team including running promotions within the UHCC’s internal network to encourage UHCC staff to take part in ShakeOut. We have also put out information in the UHCC business newsletter encouraging businesses in Upper Hutt to develop their business continuity plans and practice shakeOut.
- Over half the schools in Upper Hutt have signed up for ShakeOut. Those that have not have been followed up with and the Mayor is intending to email those that haven’t, to encourage them.
- Photos of Mayor Wayne Guppy were taken and promoted on the WREMO Facebook page to encourage Upper Hutt residents to sign up for shakeOut.
- Upper Hutt neighbourhood support are pushing shakeout to neighbourhood support group members and intend to have a promotional display at the mall.

Emergency Preparedness course for Marae and Kohanga reo

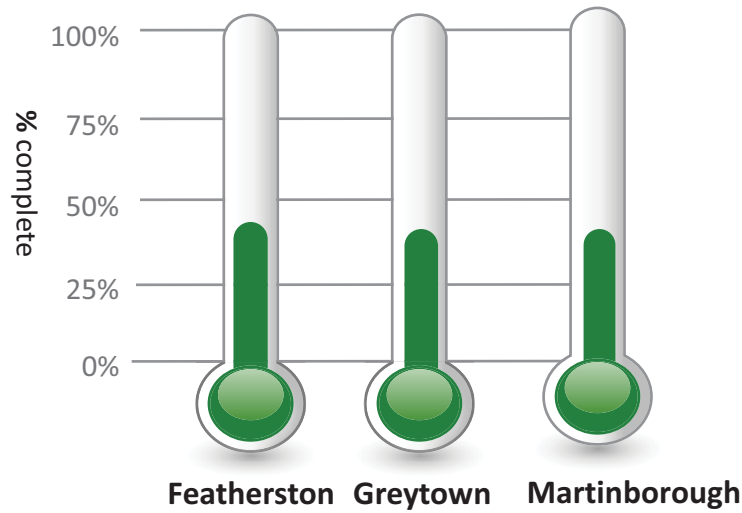
We collaborated with Orongomai Marae, the Hutt Valley DHB and Kohanga reo Trust representatives to deliver an emergency preparedness course at the Marae for Marae staff, kohanga reo staff, and the wider community. We included an emphasis on Early Childhood Education emergency planning to cater for those kohanga reo staff. The course has an amazing turn out of 30 + people, and was run over two weekends. Our draft Civil Defence Centre guide was also piloted to get feedback from those that attended.



Wairarapa

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

Community Response Plans



Symposiums

- UNDER DEVELOPMENT 1 x small to medium business-based
- UNDER DEVELOPMENT 1 x social agency-based
- UNDER DEVELOPMENT 3 x school-based

Face-to-face school visits



Community preparedness training



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

- A big focus on ShakeOut 2015 over the last quarter engaging with Councils, schools, pre-schools, businesses and organisations to encourage participation and provide resources and guidance for the event and on-going emergency plans.
- Continuing to meet with SWDC to progress community response planning for the three South Wairarapa towns. A workshop with the respective Community Boards is now being planned to establish an agreed way forward and with a view to hosting meetings in the community early in the new year.
- Presentations in the community have included Carter Court Rest home and residents living independently at Metlife care in Masterton.
- A Community Preparedness Training Course is planned for November 2015 in Masterton.
- Confirmed attendance at the “Ageing with Attitude” Expo. WREMO staff will be partnering on a stall with GW Flood Protection Team at the upcoming Clareville A&P Show along with CD volunteers and an application has also been submitted for a stall at the 2016 Martinborough Fair.

Even the auditors drop, cover and hold!

Auditors visiting Masterton District Council got into the ShakeOut NZ spirit and promoted the drop, cover, hold message.



Operational Readiness

Areas of Progress:

- The first quarter has been geared towards managing a number of inter-dependant workstreams with a view to further enhancing consistency in our emergency response environment. The key focus of this work is on information management and the systems and process, either manual or electronic, that manage this. Mapping out information needs coupled with looking at the value added by an electronic emergency management Information system will ultimately impact on training. This will be incorporated into the training system/programme for next year (2016) and will help align information management processes and systems with the content of each course whilst ensuring that each function in the EOC is receives the requested information needs for their roles.



Wairarapa Mayors from left: Lyn Patterson (MDC), John Booth (CDC) and Adrienne Staples (SWDC).

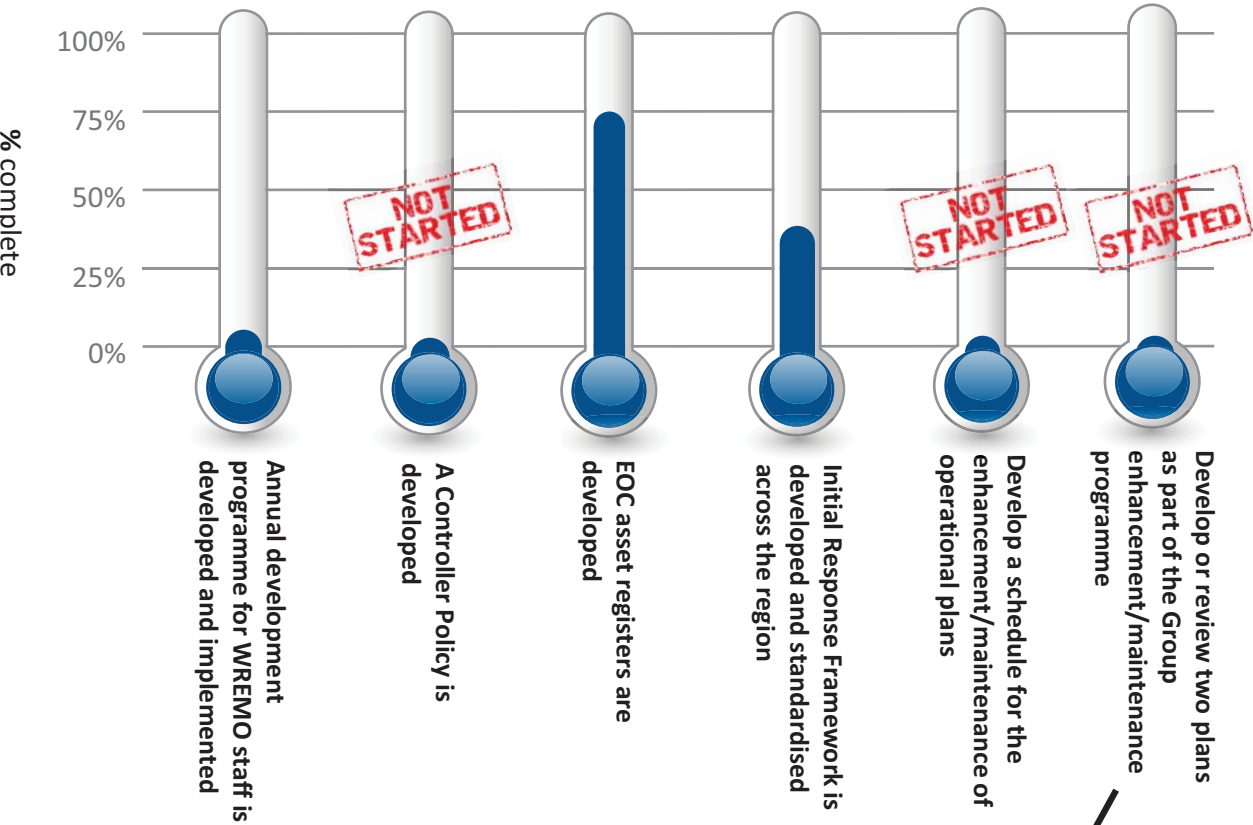


Wellington City Mayor Celia Wade-Brown and Councillor David Lee.

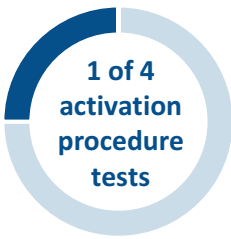


Upper Hutt City Mayor Wayne Guppy.

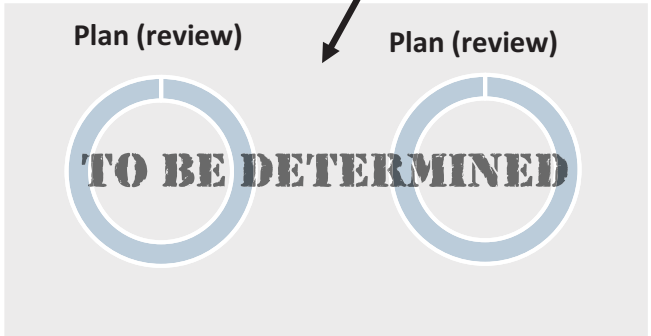
Operational Readiness



Duty Officer Activation



Duty Officer activation tested every 3 months



- Work on a WREMO development programme has started with the role of WREMO staff in the EOC. Under the new CIMS arrangements the area where WREMO staff can add the most value is as Response Manager. A Job Description for this role has been developed and signed off by the Regional Manager. The next phase is for WREMO staff to identify the associated skills, knowledge and competencies from which to pull together a development pathway for the staff.
- A recent test of the National Warning System (NWS) and its subsequent use during the response to the Chilean tsunami threat prompted a review in the way WREMO and Council receive and disseminate National Warnings. The review is complete and recommendations will be forwarded to the CEG Sub-Committee.
- The Operational Readiness Team has been boosted by the arrival of a replacement Emergency Management Advisor, previously with Capital & Coast DHB as an Emergency Coordinator, bringing the team up to full capacity.

Operational Readiness

Stakeholder engagement and checks

**IN
PROGRESS**

Operational equipment checks are completed monthly.

ON-GOING

Promote active collaboration through Emergency Services Coordination Committee and the Interagency Regional Liaison Committee.

ON-GOING

Appropriate agencies are invited to EOC training, exercises or after action reviews.

**NOT
REQUIRED**

Facilitate the After Action Review process following an EOC activation.

**NOT
STARTED**

Operational Readiness content of the 2016 -2018 CDEM Group Business Plan is provided by the Operational Readiness team.

**IN
PROGRESS**

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

- A system for recording and documenting monthly checks of operational equipment is complete and all required checks to date have been actioned.
- The Interagency Regional Liaison Committee has been enhanced by including the Chairperson of each of the local Emergency Services Coordinating Committees. A common table top theme based on a tsunami scenario has been identified for the remainder of the financial year and will lead towards the 2016 Exercise Tangaroa.
- Wellington Water have attended a number of EOC training sessions.
- The Chilean Tsunami threat did not prompt an Operational review (After Action Review) as the ECC was only partially activated in a monitoring role. Notwithstanding this an opportunity for improvement was identified with the National Warning System as previously mentioned.
- Changes to the National CDEM Plan has meant increased responsibility for CDEM in the welfare area. The implications of these changes are being assessed and supported by material from MCDEM and the Integrated Training Framework. This will help provide an indication of the time requirements for Local Welfare Managers. A survey to establish current capacity will be undertaken in the next quarter.

Operational Readiness

Emergency Management Information System (EMIS)

**IN
PROGRESS**

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

Lifelines

**IN
PROGRESS**

Additional staff are identified to fulfil the LUC role.

COMPLETE

Primary LUC is contracted until 2017.

**NOT
STARTED**

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

**NOT
STARTED**

Lifeline Response and Recovery protocols are tested at least once.

- A small team in WREMO has been established to address the introduction of an Emergency Management Information System. This KPI has been extended to look at the relative merits of EMIS versus other information management systems used by the sector. A member of the team has undergone EMIS training and also participated in a recent exercise in the Tararua District to see EMIS in an operational environment.

EOC and ECC Training

This quarter the following courses were conducted in EOCs around the region:



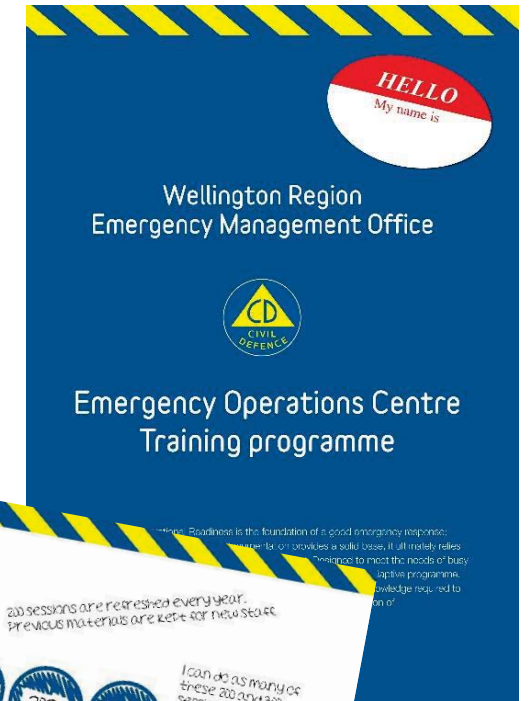
EOC/ECC 207: CIMS Roles – an overview of the functional roles within an EOC and their key responsibilities



EOC/ECC 202: Desk Relationships – looking at interdependencies between the different roles



EOC/ECC 208: Tasking's – how tasks are broken down and sub-tasks exchanged between supporting roles



Emergency Coordination Centre (ECC) - GWRC

Personnel



The number of staff made available to operate the ECC.

EOC Equipment Audit



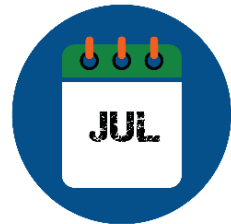
ECC equipment is audited every 6 months.

Activation procedure



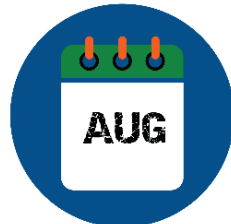
Council ECC activation procedure tested every 6 months.

Training sessions and attendance



18%

EOC: 207
CIMS roles



24%

EOC: 202
Desk Relationships



27%

EOC: 208
Tasking

One exercise will be conducted as part of the training programme in the ECC.

- The ECC still has a significant shortfall in the capacity to operate a fully activated ECC (approximately 50% shortfall). Participation for ECC training has continued to remain low, around 23% of those who are assigned to the ECC overall.
- Staff who do attend training are engaged and highly capable and have provided positive feedback on the ECC training provided by WREMO staff.
- The training programme is designed for larger groups required for an ECC and requires significant adaptation to continue to provide value to the small number of staff attending training.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

ECC portability

Portable equipment allows the ECC to coordinate support for local Emergency Operations Centres from any location. Cases include laptops, satcomms, cell phones, role descriptions, contact lists, and stationery supplies. Cases are audited twice a year and laptops are upgraded on a rotational basis to maintain operational readiness.

There are two sets of these cases (one set is pictured here).



Wellington City

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



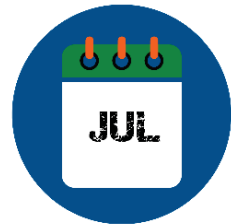
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

Training sessions and attendance



41%

EOC: 207
CIMS roles



42%

EOC: 202
Desk Relationships



55%

EOC: 208
Tasking

One exercise will be conducted as part of the training programme in the EOC.

- EOC Training continued this quarter with six sessions run (two per month) at the Wellington EOC. Attendance was good - with a combined average of 46% of available EOC staff attending over the quarter. Wellington City Emergency Services Co-ordination Committee (ESCC) has been re-established after a long hiatus with the next meeting planned for October to include a short table top exercise. The September Tsunami alert, although not specifically impacting Wellington City, provided a real scenario to bring Controllers and key staff together to work through the response process.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Hands Free Updates – Technology applied to technology

EOC computers spend a fair amount of time in a state of constant readiness. Waiting to be used, whilst their users hope that they never are. This state of constant readiness necessitates turning on the computer on a monthly basis to allow the updating process to run. This updating process takes time and when multiplied across the number of computers, across the region, this time adds up to be very significant. Technology has now been applied to technology. All the laptop computers in the EOCs across the region have been placed into mobile trolleys that allow them to be managed remotely across the region on a regular basis by one WREMO staff member from his desk in Wellington. This ensures that when they are required, they are ready to go.



Porirua City

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



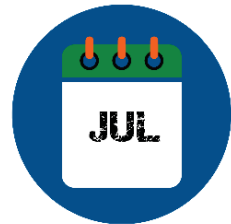
EOC equipment is audited every 6 months.

Activation procedure



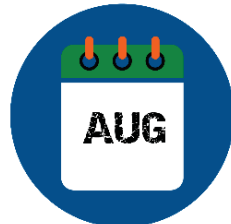
Council EOC activation procedure tested every 6 months.

Training sessions and attendance



75%

EOC: 207
CIMS roles



70%

EOC: 202
Desk Relationships



81%

EOC: 208
Tasking

One exercise will be conducted as part of the training programme in the EOC.

- Porirua put extra 10 staff through CDEM catch-up training in September. These people are replacements and extras for the Incident Management Team (IMT).
- The Porirua CDEM leadership team meets regularly to review CDEM work and training. Training attendances are monitored and training needs are regularly reviewed. PCC has a high training engagement and a further 10 staff went through an accelerated training session to bring replacement staff into the IMT. The welfare desk has been reviewed with a work plan to re-activate the local welfare committee and to develop a working relationship with the Elim Church which has a site well suited as a primary welfare centre. EOC replacement/relocation work is continuing within Council.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

CDEM support to Porirua City from the Porirua Emergency Response Team (PERT)

The Porirua Emergency Response Team trains to support the local community before during and after any form of emergency. PERT has 3 main objectives (1) local reconnaissance and information gathering and dissemination (2) Support to the EOC as radio operators (3) general welfare support to the community. PERT also train to the national rescue team standards.

In the past year the team have been active in community support and have delivered the CDEM message at various high profile local events, they have provided support to Community Response Plans and they give talks on readiness to local organizations. PERT training has also included use of portable water treatment plants, firefighting, radio operator training, and logistical support to EOC and CDC activation. Several team members have also completed CIMSA training.



2016 is being targeted with a new member recruitment and training to achieve the national rescue standards for the new team members and confirmation training for the current team members.

Kapiti Coast District

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



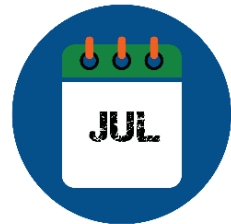
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

Training sessions and attendance



44%

EOC: 207
CIMS roles



33%

EOC: 202
Desk Relationships



25%

EOC: 208
Tasking

One exercise will be conducted as part of the training programme in the EOC.

- An equipment audit was completed in September and has highlighted some areas for improvement – such as back-up power supplies and base radio replacement. Steps are being taken to address these over the next couple of months which include: arranging for the testing and fuel replacement in the large generator, and the development of a radio replacement strategy. September saw the installation of additional whiteboards for display in the Operations Room which has increased the capacity of the EOC for accommodating teams of response staff.
- The EOC was activated in June in response to localised flooding in the Te Horo and Otaki areas. Since experiencing the two EOC activations, meetings have been hosted by the Council to explore areas of improvement for communications between the call centre, depot, and the EOC. Future work will also include local changes to the National Warning System alerting process to rectify identified gaps.
- As at September, we have seen a marked decline in attendance for training sessions over the last quarter, with our lowest turn-out yet (25%) being this month.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

EOC103: Elected Members Pilot

The pilot session for elected members was run in Kapiti on Tues 15th Sept for 11 Councillors and Community Board members, and was well received. The members focused on personal preparedness, ways to address the four Rs of emergency management in their day-to-day roles, and how they might support their communities during a response.



Hutt City

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



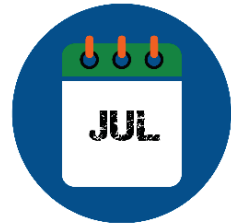
EOC equipment is audited every 6 months.

Activation procedure



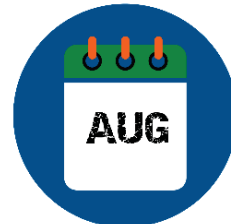
Council EOC activation procedure tested every 6 months.

Training sessions and attendance



45%

EOC: 207
CIMS roles



41%

EOC: 202
Desk Relationships



20%

EOC: 208
Tasking

One exercise will be conducted as part of the training programme in the EOC.

- Following the flood event in May a small team of key council staff and WREM O have formed a working group to strengthen the linkages between council and the Emergency Operations Centre (EOC). Identified areas of work included:
 - increase staff for reconnaissance activity
 - development of a Geographical Information System linkage to show real time information entered into the Council via the public and Council Contact Centre
 - increased internal communication to link EOC activity back into Council staff, including Mayor and CEO.
 - confirming connection between Council identified response requirement and WREMO activation processes.
 - notifications system for EOC activation
 - identification of more Council staff to undertake EOC training.
- Steady progress is being made across these areas of work.
- Two new staff have joined the Hutt City team bringing a wealth of local knowledge (Wellington region) and international experience in training, exercises and response activities, and community engagement.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

ShakeOut 2015

Deputy Mayor David Bassett showing how to drop cover and hold in preparation for ShakeOut.



Upper Hutt

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



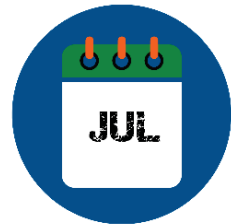
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

Training sessions and attendance



51%

EOC: 207
CIMS roles



49%

EOC: 202
Desk Relationships



53%

EOC: 208
Tasking

One exercise will be conducted as part of the training programme in the EOC.

- Upper Hutt EOC has been enhanced over the past few months. The EOC now has a laptop charging and remote-updates rack, wifi is now backed up with a satellite connection. We have also rationalised equipment/furniture layout.
- Staff training is progressing well, the staff are engaged and are clearly improving their knowledge and confidence in the operation of the EOC. Training attendance however was a little lower than normal this quarter.
- The EOC teams are looking forward to the exercise in November.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Upper Hutt EOC training

Council staff at Upper Hutt undertaking training.



Wairarapa

Personnel



The number of staff made available to operate the EOC.

EOC Equipment Audit



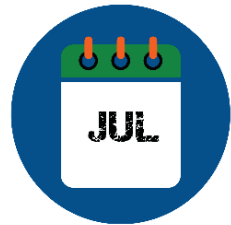
EOC equipment is audited every 6 months.

Activation procedure



Council EOC activation procedure tested every 6 months.

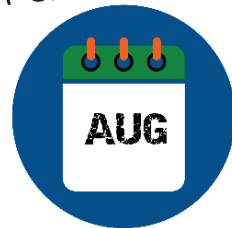
Training sessions and attendance



55%

EOC: 207
CIMS roles

One exercise will be conducted as part of the training programme in the EOC.



50%

EOC: 202
Desk Relationships



0%

EOC: 208
Tasking
3 staff attended but the session was unworkable due to low numbers

- EOC training has seen the staff continuing to build on their knowledge during the training program. Overall, the participation rates have been receding with several staff on leave or unavailable. Masterton District Council have been approached to provide additional staff to take part in the training program and work in the EOC in emergencies. A recruiting presentation to the MDC Senior Management Team will take place on 20th October.
- A Wairarapa Operational Readiness staff member will be attending Exercise Rauora on 13th October. This is a Police led table top exercise with the scenario involving a cruise ship with 2000+ passengers in trouble off the Wairarapa coast. Participation from WREMO will be Welfare based.
- The Regional Tsunami Response Plan continues to be worked on as a part of the group wide response documentation. This will involve interaction with coastal communities around the Wairarapa and the Operational Readiness team will seek to gain their valued input.
- Incident Management Team training is being formulated and tailored for Carterton District Council. This will include a workshop being scheduled with core members of the Carterton IMT and WREMO.

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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

Wairarapa EOC changes

The facilities have been upgraded to make a more functional work space, along with the advancement of ICT equipment.

The EOC ICT upgrade has been completed. This is part of the project that standardises all technology in EOCs around the Wellington Region. This includes a satellite internet back-up connection, a laptop trolley which allows for remote updating, battery backup for power outages, printer and scanner.

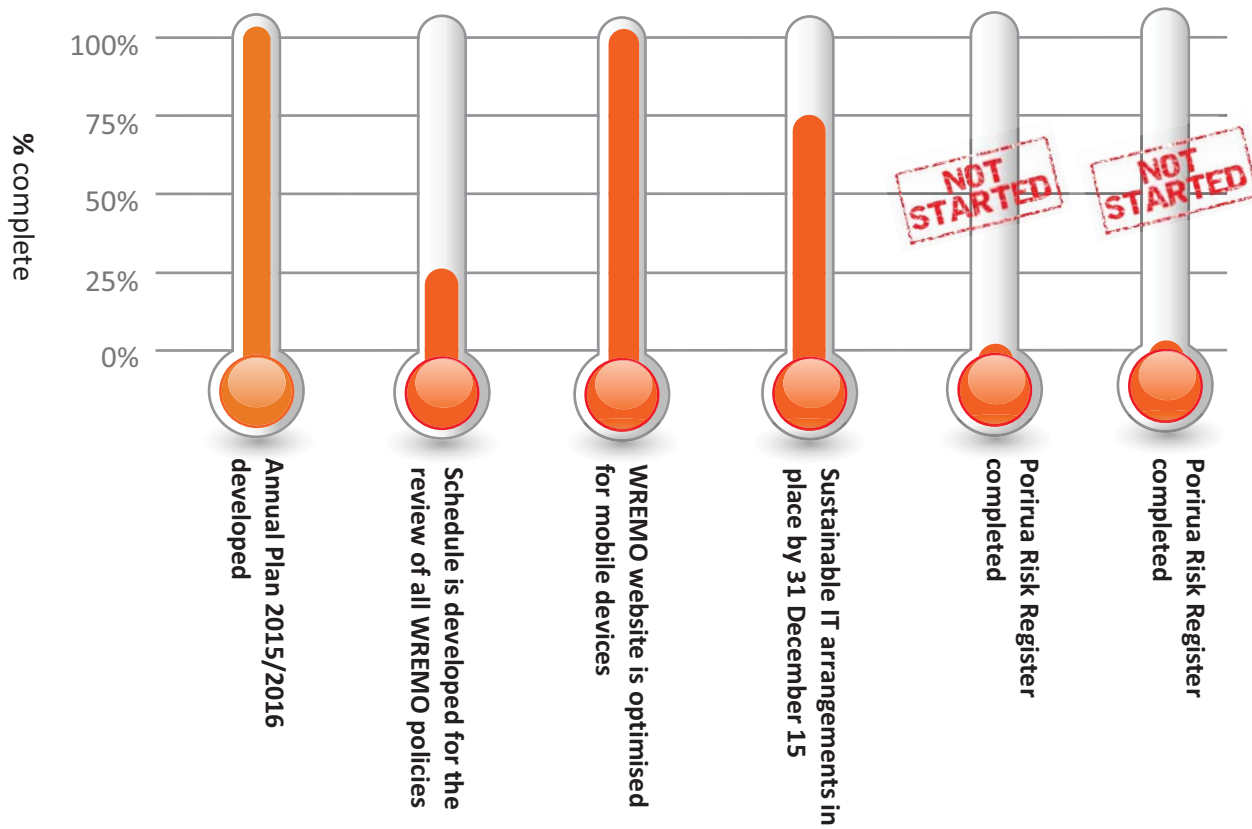


Business and Development

Areas of progress:

- Development and implementation of the WREMO 2015/2016 Annual Plan.
- Enhancing WREMO's visual workplace (introducing Kaizen displays and personal boards).
- Enhancing ICT systems (new computers, phones, support). Appointment of an IT Support person on a 12 month fixed term contract.
- Project support to other WREMO teams (e.g. Training development, EOC Upgrades and Red Cross App).
- Engagement with hazards planning and risk management stakeholders.
- Updating of Tsunami Inundation Maps

Business and Development



WREMO information sharing seminar



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

Completed previous quarters
 Completed this quarter
 Remaining to be completed

- The WREMO Annual Plan for 2015/2016 has been developed and awaiting final approval from the CEG.
- Two seminars have been held this quarter; the first on Residential building damage caused by the Whanganui floods was presented by Ryan Paulik of NIWA to staff from WREMO and councils around the region. The second was an information session for WREMO staff. Dr. Iain Dawe from Greater Wellington Regional Council presented on the work being done to develop the Regional Natural Hazard Management Strategy.

Two internal feedback seminars have also been held this quarter – Charlotte Williams and Mischa Hill presented on their secondment to the Whanganui Floods and Kerry McSaveney on her experience as Logistics Manager at a large rural fire in Northland.

Red Cross Hazards App



WREMO has partnered with the New Zealand Red Cross to implement the Red Cross Hazard App in New Zealand. This international App has been developed by the Red Cross to be implemented by national Red Cross Societies. The App provides advice on hazards and how to respond to emergency events. It also provides an alerting platform whereby information can be sent to targeted areas in an emergency. WREMO staff have worked with the New Zealand Red Cross to ensure the information in the App is succinct, relevant and consistent with the national advice. The App will be launched publicly on 16 October 2015. On the 17 September 2015 the App was used to send an alert regarding the Chilean Tsunami with advice for people to be careful strong current. We will be promoting the App in the region over the coming months, and anticipate other CDEM Groups will also use the App as an alerting platform.

Business and Development

Policy and strategic planning

ON-GOING

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

ON-GOING

Revised or new policies are distributed to all WREMO staff.

Finance

ON-GOING

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

ON-GOING

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

ON-GOING

Petty cash is reconciled as required and correctly administered.

ON-GOING

Agreed portions of Councils CDEM budgets are administered by WREMO.

- The *Purchasing and Petty Cash* policies have been reviewed.

Business and Development

IT & Website

ON-GOING

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

ON-GOING

Effective IT support is provided to WREMO staff.

ON-GOING

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

ON-GOING

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

Administration

ON-GOING

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

ON-GOING

All administrative requirements of the CDEM committees are met.

ON-GOING

A centralised library at Thorndon is maintained.

ON-GOING

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

- The Get Prepared website will be updated in early October 2015 to include a wizard function for Public Information Managers (PIMs) to add and edit emergency event information. WREMO staff have begun to train PIMs around the region on the new functionality.
- The Get Prepared website was used to provide information on the 16 October Chilean Tsunami event.

Creating a promotional video for NZ ShakeOut



The WREMO team joined forces with CDEM Joint Committee Chair, Mayor Nick Leggett and Titahi Bay School to make a 30 second promotional video for NZ ShakeOut. This was shared on multiple channels such as Facebook and YouTube.

<https://www.youtube.com/watch?v=-EX1iiM9pWk&feature=youtu.be>

Business and Development

Values

ON-GOING

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

ON-GOING

One team building event for all WREMO staff.

ON-GOING

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

Planning Managers Group

ON-GOING

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

Health and Safety

ON-GOING

Any incidents are logged as per Greater Wellington Policy.

- Several hackathons planned for the year. First one was conducted in August 2015.
- Working closely with GW on the Regional Natural Hazards Strategy. Several reports and 'update' reports tabled at CEG and Joint Committee meetings.
- All H&S incidents are recorded, investigated, appropriate measures taken and registered on GW H&S System.