

Wellington Region Emergency Management Office

# Annual Report

1 July 2014 – 30 June 2015



# Executive Summary

## Overview

A busy year characterised by solid progress against our KPIs, the Group's response to the widespread floods of May and June 2015, and the middle of the year, dominated by the Ministry of Civil Defence & Emergency Management monitoring and evaluation assessment (February and March 2015).

## Wins

- 1. MCDEM Monitoring and Evaluation Assessment.** The Group's target score set by the Director MCDEM of 56%, was comfortably exceeded with a score of 68.6% versus 44.2% (2011 assessment). This represented a significant increase in the Group's capacity and capability arising from the rationalisation of the region's CDEM assets to form WREMO. Areas of strength identified in the report include Governance and Management arrangements assessed as 86.1% versus 35.8% (in 2011) and Community Awareness and Participation 85.5% versus 63.4 (in 2011). Areas identified for further development include enhancing the capability to recover from emergencies, reducing risks from hazards, and enhancing capability to manage emergencies. Each of these feature in future group work plans.
- 2. Social Media.** Support for WREMO and our approach to social connectivity continues to grow with over 48,000 followers at year end. During the period, our top performing post reached 188,416 people, with 7496 likes, 940 shares, and 151 comments (while at the other end of the spectrum, one person unliked our page as a result of the same posting)

# Executive Summary

3. **National and International Recognition for WREMO's Innovative Approaches.** Increasingly, WREMO is being recognised for its progressive approach to enhancing community resilience. In the course of the year, several external entities across NZ have directly or indirectly adopted our methodologies and tools. In MCDDEM's Monitoring and Evaluation report, it was stated that WREMO has developed a model that is, "*innovative, community-driven and sets a standard for New Zealand to follow*". Over the past year, WREMO has been approached by several central government and NGOs to provide insights on how to work with communities to enhance resilience.
4. This recognition extends internationally as well, with cities in Australia, USA and UK actively using WREMO's resilience approach. Our programmes (Blue Lines, Public Private Partnerships, Community Response and Resilience Planning) featured in the official NZ Inc video that accompanied the NZ delegation to the UNISDR Framework for Action conference in Japan. Link attached: <https://www.youtube.com/watch?v=mMDvdQ5sKd4&feature=youtu.be>.
5. Further, we are now regularly approached to discuss our model at conferences around the world, from the Asian Community Mental Health Leadership Forum in Bangkok to keynote speaker roles in Australia on enhancing disaster resilience. More than a dozen opportunities over the past year have presented themselves. Naturally, not all invitations are accepted. It is however, great recognition for the Wellington region's reputation as a leader in Disaster Resilience.

# Developments

- 1. Pre-Disaster Recovery Planning (PDRP).** Considerable thought and planning went into producing March's very successful PDRP forum. This included presentations by the Chief Resilience Officer Christchurch, NZ Red Cross, Joint Centre for Disaster Research and Dr Laurie Johnson an international expert on Recovery. WREMO will now facilitate the development of a region-wide PDRP framework, in partnership with Local Government, Central Government, the Private Sector and our Communities. Plans and ongoing development will be channeled through the CEG and Joint Committee.
- 2. EOC Training.** EOC training ceased in November 2014 in order to conduct a review of both the training requirement and the means of delivery. The online survey conducted generated 135 responses and the resulting report provided the direction for a revised approach; shorter, more practical and scenario based. The new series of modules commenced in March and initial feedback has been positive. EOC training is a partnership - WREMO and Council - and is reliant on sufficient council staff being available and willing to assist their council/communities during times of crisis. The current training programme will culminate with a region-wide exercise in November each year.
- 3. Community Response and Resilience Planning.** Over the last few years, the Community Response and Resilience Planning process has undergone near continuous experimentation with a goal of helping communities respond, and build their resilience, to disaster. The region-wide experiment has coalesced into a model that measurably improves social capital, resets expectations around emergency response and empowers community leaders to make a difference before, during and after an event. Through the process, community leaders and members generate their own Community Response Plan based around a Civil Defence Centre. They develop an MOU with their respective council which recognises each plan so council can appropriately support the community during a response and recovery period. The final sessions are geared toward identifying community-driven projects that build resilience across the four recovery environments. The result are local initiatives – small and large – that the community can pursue with the support of WREMO and other organisations. Aspects of this approach have been adopted in San Francisco's community emergency planning process with other cities expressing interest in WREMO's model as well.

# Developments

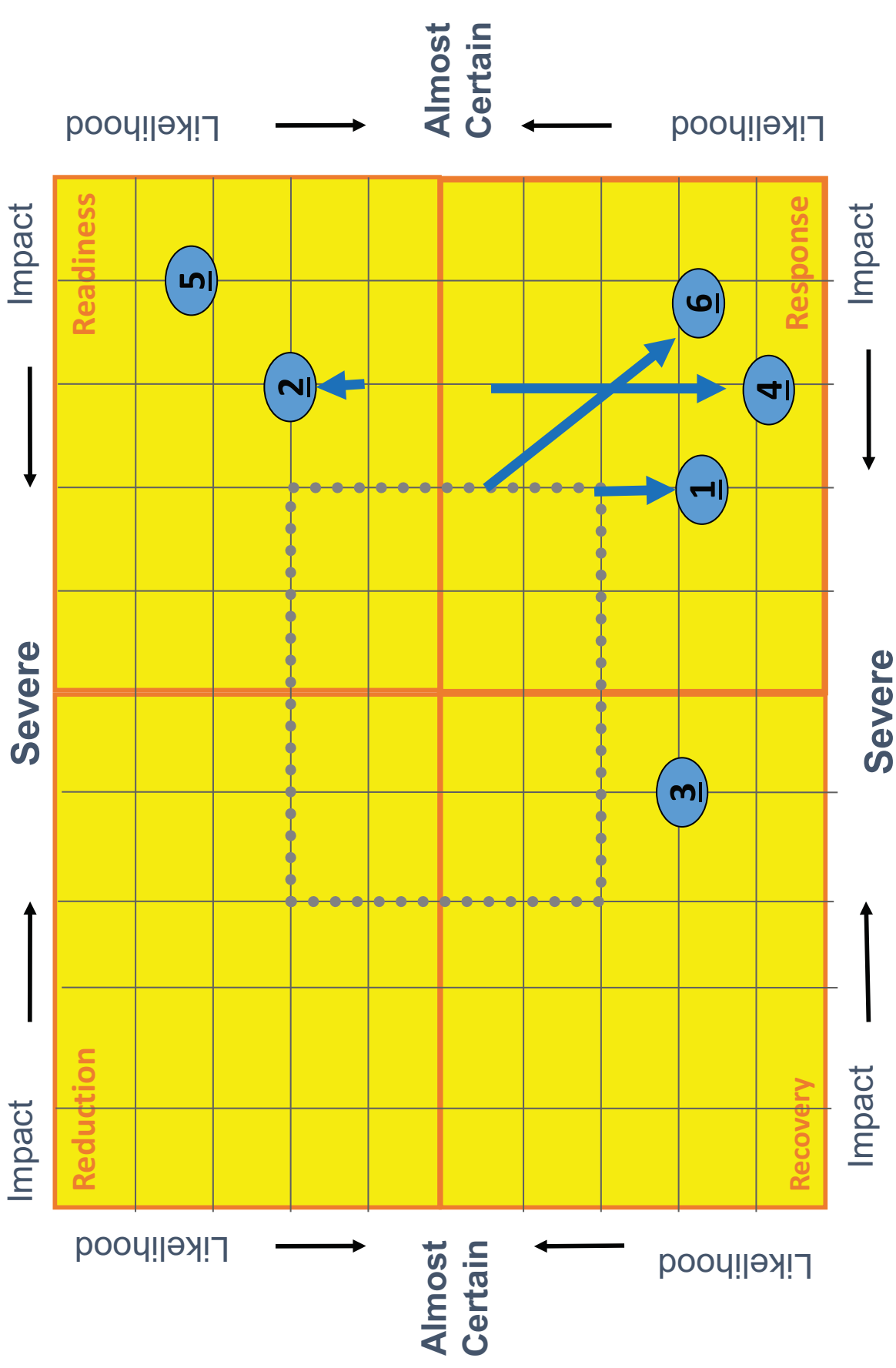
4. **EOC Upgrades.** EOC technology upgrades have been largely completed around the region. All EOCs now have a standard suite of laptop computers, mobile phones, projectors and WiFi network. Higher speed internet (independent of Council networks) is being rolled out as soon as UFB is available at each site. Basic documentation has been completed and EOC staff are being trained using the new equipment.
5. **WREMO Projects.** The following projects were advanced during the reporting period:
  - a. Tsunami Planning – Group-wide plan that will see the region better prepared to respond to a tsunami threat (from warning to 72 hours after arrival). Work on this plan was parked pending GNS Science upgrading our current tsunami modelling for the Wellington Harbour. The results, expected in August 2015 will inform both this and the Blue Line project. This work will likely result in a reduction in the size of orange and yellow (evacuation zones) for the inner harbour;
  - b. Regional Fuel Planning - A draft plan has been (all but) completed, awaiting sign-off. It was consulted with the fuel industry, MCDEM, and the wider Wellington Region CDEM Group;
  - c. Communications review – future rationalisation of VHF communications networks and support arrangements throughout the region. The most recent advice indicates that moving to a digital network may not be necessary or indeed prudent. Work continues to refine the scope of work to meet both CDEM needs plus those of our partners who have a similar requirement;
  - d. Red Cross Alerting App – This project is a collaboration between Red Cross and WREMO to produce a low/no cost preparedness enabler/alerting application and is on track for a September 2015 launch; and
  - e. Lifeline Group Projects – WREMO continues to work alongside both WELG and WELA. Joint projects advanced during the year include Restoration Priorities (creating a default list of those sites for priority restoration of service) and Emergency Levels for Service (establishing realistic and in some cases aspirational, levels of service by utility companies during an emergency event). A new Lifeline Utility Coordinator manual has been produced to guide those undertaking this role in the ECC/EOC.

# Executive Summary

## 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

30 June 2015



# Risk treatment

1. 12 months ago, a review was launched to examine alternative response structures. The thinking was that current response arrangements may be unsustainable, particularly given the challenging training load and the staff time available to conduct this. Since then, considerable work has been undertaken to address many of those challenges identified; including shorter sharper more pragmatic scenario based training, greater operational consistency across the region thereby permitting inter-council support, plus an enhanced use of technology to upgrade EOCs. Accordingly, much of the risk previously identified has already been alleviated. The review examined alternative models utilized in Auckland (single EOC for the region) plus Waikato which has a zoned approach, clustering multiple TAs into a zone supported by a single EOC. Based on our operating experience of the past couple of years, apart from the Wairarapa which currently operates under a zone approach, neither of these models are recommended as suitable for wholesale deployment across the Wellington region.
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 refreshers to take account of emerging knowledge as well as utilising innovative means to empower people to take ownership of their circumstances. Recent flooding events have rekindled community interest and NZ Shakeout, scheduled for October 2015, presents a further opportunity to reignite 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 was launched with a forum held on 26 March 2015. The next steps in the programme are currently being formulated.

# Risk treatment

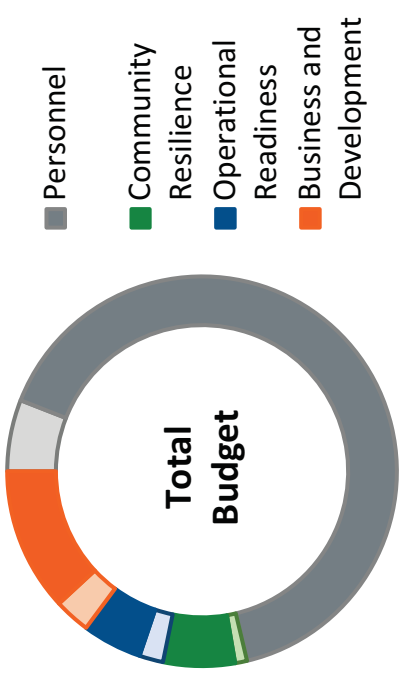
4. The original official advice was that analogue CDEM VHF radios and repeaters were required to be replaced by digital sets by 2018. A project was launched to achieve this. A budget for this purpose has been factored into the LTP process. Further investigation has been undertaken to refine the strategy and resulting costs. The most recent advice challenges moving down a digital path and may see the Group better placed by rationalising and upgrading the current analogue network and incorporating partner agencies in our approach to reduce on-going maintenance costs.
5. The need for up-skilling and a more rigorous national approach to Welfare and EOC training has driven a need to recruit an in-house Welfare specialist and will require councils to commit to developing more comprehensive welfare support networks. A new Group Welfare Manager has been appointed. The new 2 year training regime for controllers will 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. The high training requirements of the national driven Integrated Training Framework (EOC training) may need moderating for our Group.
6. The previously reported risk has been downgraded. Once the few outstanding tasks (including full user documentation) are complete, the risk will be removed from the matrix.



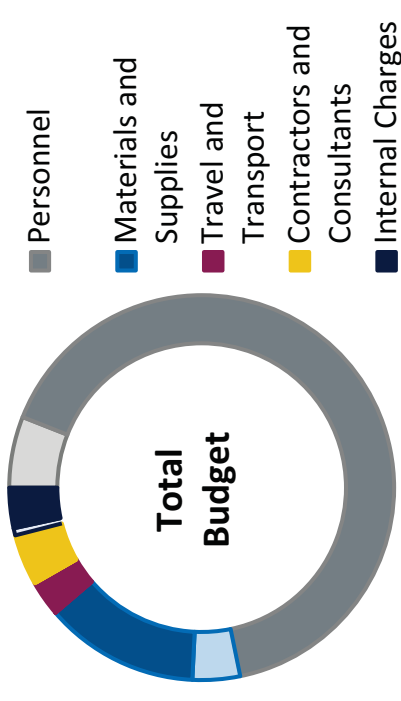
# Financial Summary

WREMO Income Statement For the 12 months to 30 June 2015	YTD as at 30 June 2015		
	Actual \$000	Budget \$000	Variance \$000
Rates & Levies	786	786	-
Government Grants & Subsidies	-	-	-
External Revenue	1,917	1,917	-
Investment Revenue	16	13	3
Internal Revenue	-	-	-
<b>TOTAL INCOME</b>	<b>2,719</b>	<b>2,716</b>	<b>3</b>
less:			
Personnel Costs	1,972	2,157	185
Materials,Supplies & Services	380	512	132
Travel & Transport Costs	95	101	6
Contractor & Consultants	129	107	(22)
Grants and Subsidies Expenditure	-	-	-
Internal Charges	104	109	5
<b>Total Direct Expenditure</b>	<b>2,679</b>	<b>2,986</b>	<b>306</b>
Financial Costs	-	-	-
Bad Debts	-	-	-
Transition Costs - operational	-	-	-
Depreciation	66	66	0
Loss(Gain) on Sale of Assets / Investments	-	-	-
<b>TOTAL EXPENDITURE</b>	<b>2,745</b>	<b>3,052</b>	<b>306</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>(26)</b>	<b>(336)</b>	<b>309</b>
Add Back Depreciation	66	66	(0)
Other Non Cash	-	-	-
Vehicles and other plant purchases	(67)	(70)	3
Net External Investment Movements	-	-	-
<b>NET FUNDING BEFORE DEBT &amp; RESERVE MOVEMENTS</b>	<b>(28)</b>	<b>(340)</b>	<b>312</b>
Debt Additions / (decrease)	-	-	-
Debt Repaid	-	-	-
Reserve Investments Interest	(16)	(13)	3
Reserve Investments Transfer Out	353	353	-
<b>NET FUNDING SURPLUS (DEFICIT)</b>	<b>309</b>	<b>-</b>	<b>309</b>

Portion of budget spent by team



Portion of budget spent by category



\$300k surplus used to offset council contributions for the 2015/2016 year.



Reserve balance at 30 June 2015 \$128k.

# Community Resilience

It has been a particularly productive year within the CR Team. After three years of exploring and trialling new ways to work with communities and help create meaningful outcomes, we have now developed a real foundation to achieve this. This has been reinforced by both the overall positive buy-in received from our communities and the national and international attention the team's work is generating.

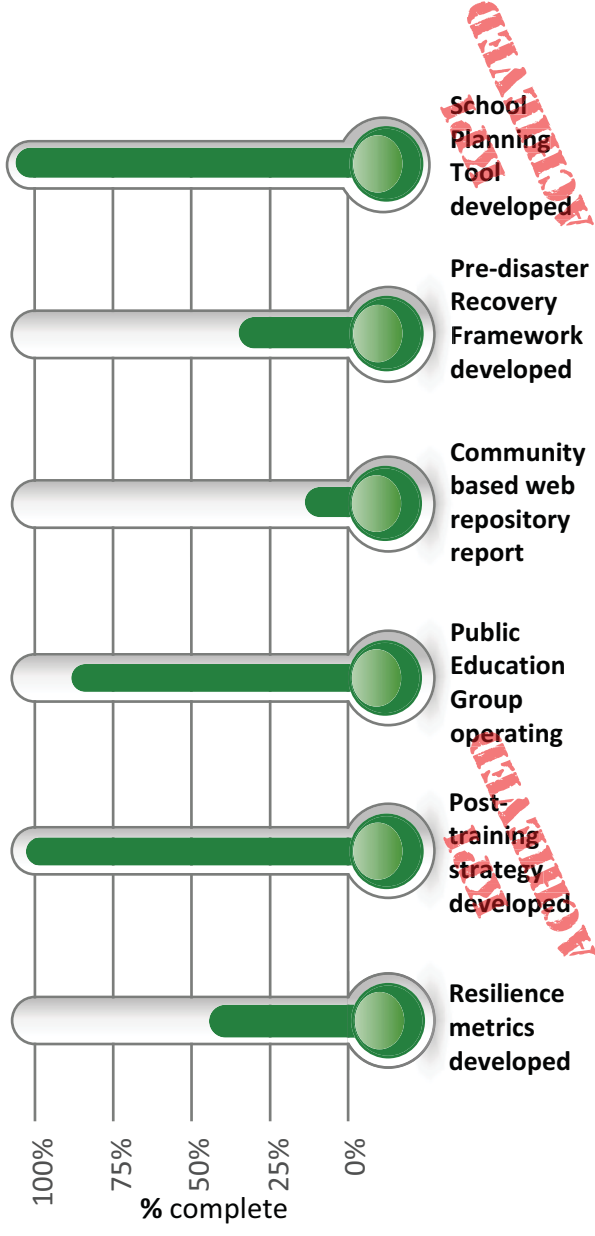
## Positive examples of our work include:

- WREMO was selected to contribute to the NZ Inc video that highlighted community resilience activities for the Sendai Framework for Disaster Risk Reduction in Japan. Four separate activities were highlighted as innovative practices where NZ (the Wellington Region) is leading in this space.
- NZ Fire Service has used our Social Media for Emergencies' Guide to form the basis of their own social media policies.
- Staff presented at the national EM conference on Pre-disaster Recovery Planning and generated significant interest and discussion on this topic.
- Workshop held with NZ Red Cross to co-develop and co-launch a Hazard App for the public as an alerting system. This product will cost virtually nothing and has the potential to work across the country.
- An Infographic was created on the importance of neighbours in disaster response. Zing Design offered to develop this product free of charge for WREMO because they were impressed by the positive community work.
- The CR team was asked to help lead the Hack Miramar event on community engagement. WREMO was approached by community leaders to help lead this process as a trusted facilitator.

# Community Resilience

- The CR team is co-developing an innovative tool with Victoria University to assess and use open spaces before, during and after a large event for response and recovery.
- We are working alongside the University of Auckland to develop a strategic approach to improving the resilience of the refugee community.
- The team has revamped the Community Response Planning process to find more ways to maintain relationships, improve resilience, clarify roles and responsibilities in response and create a framework for a positive community-driven recovery.
- As a result of the Blue Line process in Miramar, WREMO is supporting Seatoun School to find funding to build an evacuation staircase so that all students and local residents have a place to go in the event of a local tsunami.
- A Porirua-wide CDC activation was tested as a proof of concept of a community-driven response. It was an excellent evening with 5 out of 8 CDCs activated with nearly 50 participants. There were some excellent lessons learned which have been built into the developing of the new CDC framework.
- The entire team participated in and supported Neighbours Day events across the region. The event received significant promotion on WREMO's Facebook page.
- WREMO collaborated with the New Zealand Law Society (Wellington branch) providing a copy of our It's Easy prepared businesses on the desk of every lawyer in the Greater Wellington region. We also launched a section of the New Zealand Law Society (Wellington branch) website with more emergency preparedness information.
- The team promoted business continuity across the region for Get Ready week.

# Community Resilience



## Community Based Organisations



## Schools



## Volunteer Programme



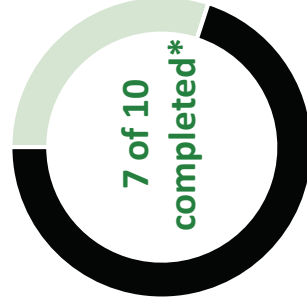
## Trained volunteers



## Community Response Plans



## Tsunami Blue Lines



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

\* 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





# Community Resilience

Commentary on graphs:




- **Resilience metrics.** This project has been parked pending further developments under the Pre-Disaster Recovery Planning (PDRP). This programme will shape the suite of Resilience metrics that are to be measured.
- **Community based web repository.** While some preliminary work has commenced, the funding for this project (National Resilience Fund) does not officially commence until 1 July 2015.
- **Pre-Disaster Recovery Framework.** This is a multi-year project that will begin in earnest in 2015-16.
- **Community Response Plans.** Very good progress was made toward the stretch targets that were set across the region. This planning can only proceed at a pace generated by the community concerned. For some communities this opportunity has been embraced while in others it has been a stop/start/stop/start again process.
- **Tsunami Blue Lines.** Project intentionally slowed to take account of further inundation modelling for the Wellington inner harbour by GNS Science. This data should be available in August 2015 at which point the project will begin again.
- **Trained Volunteers.** The CD Volunteer programme has been modified to represent WREMO's approach to capacity building and creating touch points with every facet of community. As the model has been expanded across the region, it has become clear the traditional approach to "CD Volunteers" acts more as a barrier than an enabler for those members of our community that do not have the passion for preparedness, but still want to engage in some way, and to those with criminal records. We now train anyone that signs up for the course and then recruit volunteers afterwards. This is resulting in more preparedness capabilities in more vulnerable communities as well as more committed volunteers in the future. It is worth noting that NZ Fire and DIA have expressed interest in modelling WREMO's approach as a way to better engage their communities.

# Community Resilience



## Volunteers

-  Volunteer contact details and training records are up-to-date.
-  Monthly newsletter sent to all volunteers.
-  Recommendations for optimisation of volunteers are identified.
-  Recommendations for optimisation of volunteers are incorporated into volunteer programme and post training engagement strategy.

## Communication

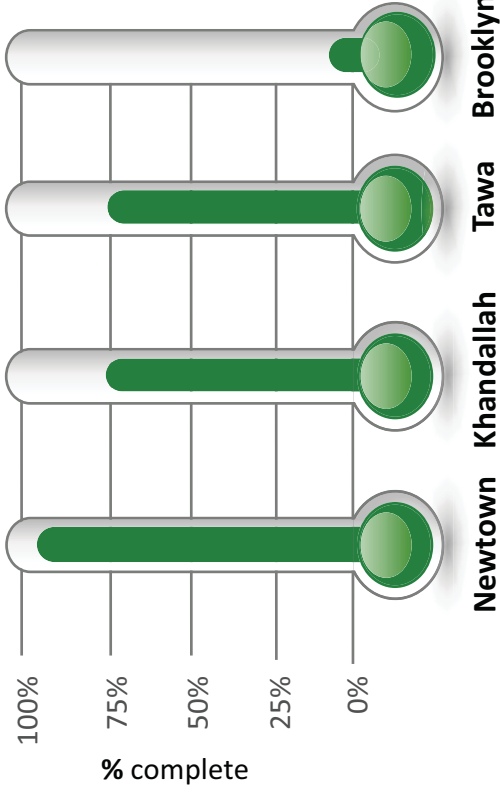
-  New technologies for communicating to the public are provided to the Leadership Team as required.
-  Newspapers are utilised as required.
-  Regional radio advertisements and interviews are conducted monthly.

## Preparedness enablers

-  Water tanks will remain on sale across the region.
-  Other enablers are investigated and forwarded for approval as required.

# Wellington City

## Community Response Plans



**Completed CRPs:** Thorndon  
Newtown Khandallah Tawa Brooklyn

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

## Volunteers trained



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

**Schools** – All schools in the Wellington City area have been contacted and should now know we are here to assist on anything emergency related. **All schools that were interested in meeting this year have been visited** to discuss their emergency planning and their role before (education and assisting sharing our messaging through their communities) and during (community gathering hub/Civil Defence Centre) an emergency.

**Volunteers** – All of the year’s scheduled training courses for Wellington were well attended. Opening up the courses to those who are unable or unwilling to volunteer in an official capacity has increased the number of trained people available and the capability of communities to respond, even if it has not increased our overall official volunteer numbers in line with our targets.

**CRPs** – Community Response planning is only effective if there is energy and enthusiasm in the community to drive the initiative. We continue to work with community groups across Wellington to identify community organisations interested in working with us to facilitate Resilience Plans. We are looking to revitalise earlier work undertaken in Tawa, and to piggy back off the recent community efforts of the Kaka Project in Brooklyn.

**CBOs** - One-on-one engagement with community-based organisations in Wellington was not as high as hoped for this year. However, many of these organisations are well represented at other forums we attend and regularly engage with. The one-on-one engagement we have had, has lead us to spend our time creating some more tailored tools better suited to their needs, as well as showing the need and desire for the symposium concept that we will be embarking on this year.

# Wellington City

## **Civil Defence Centres**

- Part of our project to create regionally consistent Civil Defence Centres has involved the reallocation of useful, yet entirely unused equipment. In collaboration with Civil Defence Centre owners and other community groups, this equipment has been distributed to those who have a more regular need. E.g. six hand-held radios are now being used by Northland school to help with school events, meaning that the radios are used regularly and are still available to use in an emergency. Old first-aid supplies are used by response teams for training purposes.
- Following the Community Response Planning process in the Wadestown area, the school and community decided on a new home for their Civil Defence Centre, moving it from the poorly accessible Wadestown School to the Wadestown Plunket Rooms, located more centrally on the main road, within easy walking distance of a number of facilities which could contribute in a response. It was gratifying to see how many facilities in the area offered to host the centre. The conveniently accessible nature of the Plunket Rooms meant that they have recently had a council emergency water tank installed in the park space.

## **Blue Lines Tsunami Awareness**

- On the back of public interest from Bluelines project, Seatoun school & kindy have investigated options and received permission to cut and build a new tsunami escape route from their school field up onto the public land hill behind, providing alternative escape routes for the school and kindy, and the rest of the community where existing options were insufficient.
- After a presentation to the Strengthened Indonesian Resilience - Reducing Risk from Disasters GNS delegation about the Blue Lines Tsunami Awareness project, the Indonesian government are planning to pilot the project in one of their provinces.

## **Community Emergency Skills Course**

- The Wellington Emergency Response Team has successfully run eight community emergency skills courses free to the public over the past year, with an average attendance of 20-30 people per session. Feedback has been overwhelmingly positive, and they are always booked up well in advance.



# Wellington City

## **Emergency Volunteer Network**

- In collaboration with Red Cross we are investigating opportunities for emergency related organisations to better share training and administration for their volunteers between organisations to work more efficiently and help build relationships.

## **Phantom Bill Stickers**

- We are working with the owners of poster bollards around the city and WCC urban design to capitalise on these pieces of street furniture as an opportunity to store equipment and facilitate a spontaneous response after an earthquake.

## **Leveraging regional and national contacts, and universities**

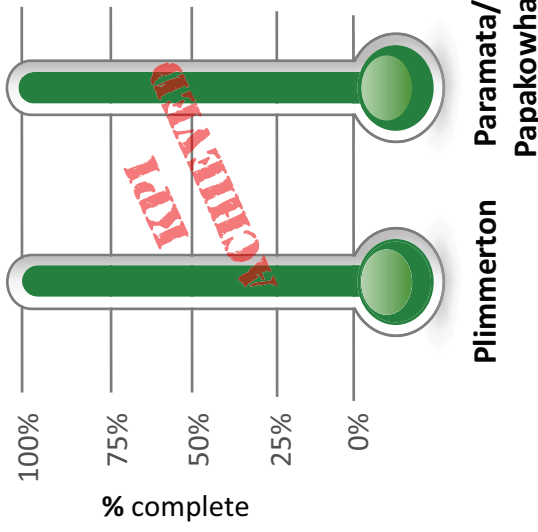
- One of the advantages of being in Wellington City is our proximity to the central offices of regional and national organisations. This allows us greater contact, input and influence in emergency management related matters for those organisations – eg working with the Ministry of Education on emergency planning for schools, NZ Police and Community Patrols, or with Scouting NZ on updating their programmes around emergency preparedness.
- Our close ties with the local universities have also created opportunities for localised research, such as investigating our Community Response Planning process in some of our Wellington communities. The feedback received from these communities helped us improve our region-wide processes and lead to a redevelopment of our Civil Defence Centre Guides.

## **Embassies and local businesses**

- We have engaged with various embassies within the Wellington CBD on emergency planning/personal preparedness for various Embassies and High Commissions. As a result of this engagement, we have participated in a workshop designed to address emergency response planning for the following Embassies/High Commissions: US, Canada, UK, and Australia. Throughout the year, we have engaged with SMEs and other organisation such as the Royal New Zealand Ballet to help with their emergency preparedness, and had many requests to talk at their staff training meetings whereby emergency preparedness has been a major focus.

# Porirua City

## Community Response Plans



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

## Community Based Organisations



## Schools



## Volunteers trained



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

- **Schools** – KPI not achieved due to difficulty getting full engagement. Every school in Porirua has been contacted at least twice by email, and 95% of schools have in addition had at least one face to face visit. They have been happy to chat, but many happy with their current plans and want no-more than a contact.
- Community Response Plans – Papakowhai/Paremata is now complete – however awaiting on the finalised Civil Defence Centre guide.

# Porirua City

## Community Response Plans

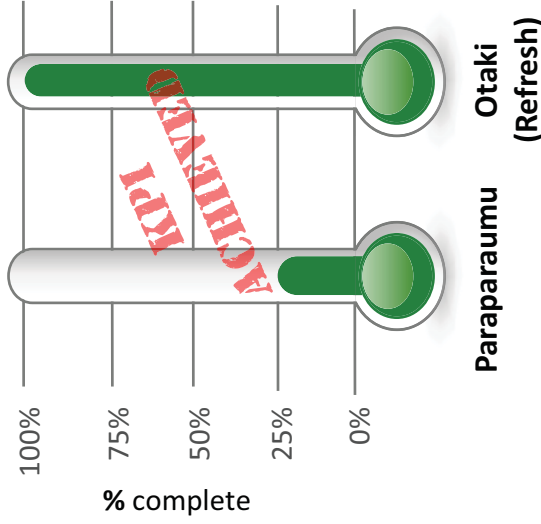
- Whitby – HUGE success and regular meetings are being held, with a plan being written.
- Waitangirua – many key stakeholders have been engaged and are keen to get the process underway. We are seeking a group to champion and host the process. It is considered important to build trust in the community and get them all on board without rushing them or the process.
- Titahi Bays’ plan has continued to develop. One of the resulting projects has been the community gaining funding to have lock boxes installed at 3 different sites, in the lock boxes are keys and access information for a variety of spaces around the Bay that could be used in any kind of emergency. The group is meeting every 6 months.

## Good News Stories

- Talks with Wellington Playcentre Association have resulted in them wanting to be involved in every CRP that is done. A meeting is planned for late July to find a way to make this happen. This will also tap into a large community group often missed in CRPs.
- Meetings have been held with a representative from a Special Needs school and Wellington Combined Taxis (who hold the contract to transport the special needs students) to help with planning for transport during or after an emergency. They are keen for continued engagement.
- A presentation to the Community Patrols conference has resulted in offers of help to instigate the setting up of new CP groups in areas where they don’t exist. They are keen to be involved with our CRP processes in areas they do exist, and possibly have the new groups set up as a CRP community project.
- Whitby Lakes Retirement Village have met with WREMO and have now resolved queries around post-event sewage.
- Engagement with Porirua City Council is continuous, with support given for our community engagement. The Village Planning group has been very helpful in providing contacts, and chances to incorporate our emergency planning work into their community work.
- A school symposium was run August 2014 - 18 schools from the area attended with positive outcomes. Engagement with the schools is ongoing.
- We have been working with Partners Porirua over the year. We attend each of their courses for teen mothers, and spend time talking about the importance of being prepared – both for mum and baby.

# Kapiti Coast District

## Community Response Plans



Completed CRPs: Waikanae

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

## Community Based Organisations



## Schools



## Volunteers trained



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

- A combination of active targeting of service and faith based organizations and retirement homes in addition to increased disaster awareness as a result of events like the Seddon Earthquakes and local floods events, have helped Kapiti to exceed its KPI for Community Based Organisation engagement .
- Schools and Early Childhood Centres in Kapiti have been actively targeted throughout the year. A big focus of the EMA's engagement has been to review plans and discuss WREMO's online planning template. A number of school's are now actively using WREMO's template.
- Quite a number of potential volunteers started but failed to complete all the modules of the volunteer course and therefore could not be registered as fully trained. In the second half of the year WREMO reviewed and revised the volunteer course and the times it was delivered. It is hoped these changes will go some way toward encouraging more people to complete the training programme in the year ahead.

# Kapiti Coast District

## 3 Community-driven Disaster Response Plans started in Kapiti over this quarter – Paraparaumu, Raumati & Raumati South

- All three CRP's were run from Civil Defence Centres (CDC) so that stakeholders would have the added benefit of becoming familiar with their local CDC. Sessions were well attended (including representatives from the local Community Board) and are steadily progressing, with session 4 planned in each community in mid-July 2016. Once these planning sessions are completed all communities in the Kapiti District will have had a CRP, but further work will be required to support resilience projects stemming from the planning sessions and to run reviews of CRP's completed 18 months or more ago (Otaki, Paekakariki for instance). See photo's attached of participation at the latest DRP meetings held in late May 2015.

## Lock boxes installed at all Kapiti CDC's

- Lockboxes and keys have been successfully installed in all Kapiti CDC's dramatically improving access to these facilities in a disaster. Next step in the new financial year is to complete MOU's with facility owners/council/WREMO to ensure the intended use of these facilities is clear and transparent to all parties. Local Civil Defence Volunteers will then be familiarised with CDC's to ensure they know where the lockboxes are, access codes, CDC Operating Guide and the location of CDC equipment. In the new financial year all CDC equipment will be upgraded, including some CDC radios.

## Sustainable Home and Garden Show

- Another successful year for the Civil Defence Tent at the Sustainable Home and Garden Show. The prominent location of the tent in the centre of the showgrounds meant that WREMO staff and volunteers were busy engaging with the public over both days. Over 10 volunteers assisted at various times throughout the 2 day event. A large number of preparedness guides/brochures were handed out and discussed with a very positive response from the public. About 10 water tanks were sold along with a good number of grab & go bags and water bottles.



**Raumati Community Response Planning.**

# Kapiti Coast District

## Activation of local CDC's during Kapiti flooding events

- At the request of the Kapiti Emergency Operations Centre (EOC), community volunteers successfully activated a total of four Civil Defence Centres during the two flood events in Kapiti (May and June 2015) – one Civil Defence Centre even self-activated (Paekakariki), with local Paekakariki volunteers initiating their own plans to check on members of their community without any direction from the EOC. At the request of the EOC the Otaki CDC opened at midnight during the May flood event in readiness to receive flood evacuees, and despite not being used for this purpose, played an important role as a gathering point/rest & refreshment stop for council staff/police and other response agencies dealing with the peak of the flood during the very early hours of the morning. The Otaki House of Hope supported the CDC by supplying free tea/coffee and refreshments to emergency responders (the council has since restocked their supplies in appreciation for their gracious efforts).
- This is exactly the kind of response the Resilience Team at WREMO is trying to encourage from community, and highlights the amazing good-will, versatility and capacity of communities when they work together and realise their collective strength. At very short notice Civil Defence volunteers supported by members of the public and local organisations/businesses used their initiative & resources to prepare these centres for the temporary accommodation of flood evacuees. Local business supplied food and drink and many local residents offered bedding, home baked cooking and overnight accommodation. Other community volunteers like the River watch were also actively involved in the emergency, alerting their local communities and providing accurate intelligence on flood conditions to the EOC and emergency services.
- All in all the community response was a huge vote of confidence that community resilience is very much alive and active in Kapiti.



# The WREMO Emergency Water Tank Project received an international Energy Globe Award for sustainability late last year.



# Kapiti Coast District

## Lions Long Walk Home

- Kapiti Lions supported by WREMO organised the Lions Long Walk Home in November 2014. This was a community preparedness initiative to raise awareness of what it would be like to walk from Wellington to Kapiti during a large earthquake disaster. The event was well organised, well promoted and ran seamlessly. Over 120 people of all ages and backgrounds participated in the two day walk which received a lot of media attention. Participants and supporters had a lot of fun and despite the tired bodies and the exhausting efforts of the ‘walk’ organisers Lions plans to run the event again next year. Kapiti Lions have also been actively involved with discussions with Hutt Lions Clubs to run a similar event from Wellington to the Hutt at some stage in the near future.

## WREMO Emergency Water Tank Project - International Award

- The WREMO Emergency Water Tank Project received an international Energy Globe Award for sustainability late last year. The water tanks are designed with a diverter kit which can be connected to a downpipe so that in an emergency the water can be replenished, thus greatly increasing the resilience of those households that have a tank installed. Of the approximately 5,500+ tanks sold across the Region the Kapiti Coast District records one of the highest uptakes, with just over 1,400 units sold in Kapiti.

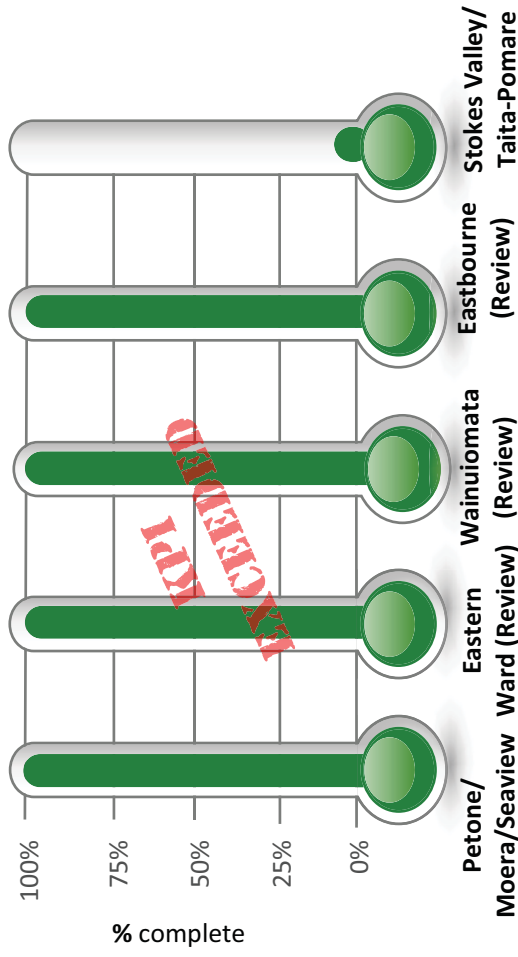
## Green Streets/WREMO Get Ready Week Challenge

- Kāpiti Greener Neighbourhoods participants took part in a Civil Defence Challenge as part of Get Ready week in late September last year. Neighbours from across the district opted to go without power, water or both for over 48 hours and share their experiences to raise awareness of the need to get better prepared (see photo’s attached). A lot of fun was had by all and some great learning experiences from the challenge. This was the second successful pooling of resources and ideas between the Green Streets programme and WREMO, and follows on from the successful ‘Pimp My Long Drop civil defence challenge in 2013/14.



# The Kapiti Lions supported by WREMO organised the Lions Long Walk Home in November 2014

## Community Response Plans



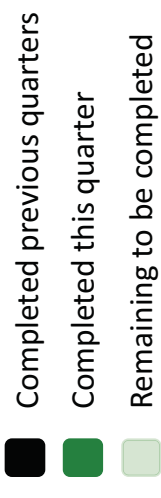
## Community Based Organisations



## Schools



## Volunteers trained



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

This final quarter for the year had a focus on engaging with schools, particularly in supporting them with reviewing their procedures after the flood event in May. Plus working with the local Marae collective and also completing the review process for existing Community Response Plans.

# Hutt City

- Hutt City volunteers have attended various community events over the year to take the opportunity to connect with their community and spread the message about being prepared. We had a presence at the Big Day Dowse, Naenae Festival, Wainuiomata Hub Open Day and the Wainuiomata Water Festival. All these events were successful in raising awareness to the Lower Hutt community about emergency preparedness, as well as many community members being interested in learning more or becoming a CDEM volunteer.
- Community Response Plans for Wainuiomata, Eastern Ward Petone, and Eastbourne were reviewed. These reviews have generated some further action for these communities aimed at becoming more resilient and prepared for emergencies.
- The community in Wainuiomata re-evaluated the CDCs in the area and decided that there was a need for a central coordination point for the area to link into the EOC. As a result of the review meetings, the community board and medical centre are working together on a proposal to help gain funds for the medical centre to buy a generator. An emergency preparedness course was run in Wainuiomata for the first time. We had a good number of people attending the course and now have 8 fully trained volunteers who live in Wainuiomata. Continual engagement with the CRP stakeholders, Community Board, and new volunteers helped to put a central CDC in place to allow more coordinated community response. This showed in the proactive engagement of Wainuiomata CDEM volunteers, CRP stakeholders and community members activating themselves to set up the central CDC in response to June flooding event to test their response.
- The first Eastern Ward CRP review meeting included a wider network of agencies. As a result discussions are taking place about the fuel station, pharmacy and Wesley Haven Retirement Village working with the group looking into acquiring emergency generators in order to support their business, the local response and community.
- We engage regularly with the health sector in Lower Hutt and Te Awakairangi Health Network (TeAHN) Primary Care Emergency Management Stakeholder Group. All Hutt Valley General Practices have completed business continuity plans and are part of a Local Emergency Group (LEG). TeAHN has held another EOC training and all staff will be trained with CIMS training.

**Article in the local paper about how the Wainuiomata CDEM volunteers, CRP stakeholders and community members activated themselves to set up the central CDC in response to June 2015 flooding event.**



STILL SMILING: Gabriel Tupou, Margaret Willard, Dawn McKinley and the rest of the Wainuiomata Civil Defence team on Thursday Night.

# **Flood waters didn't stop Wainuiomata**

By Aaron Meredith

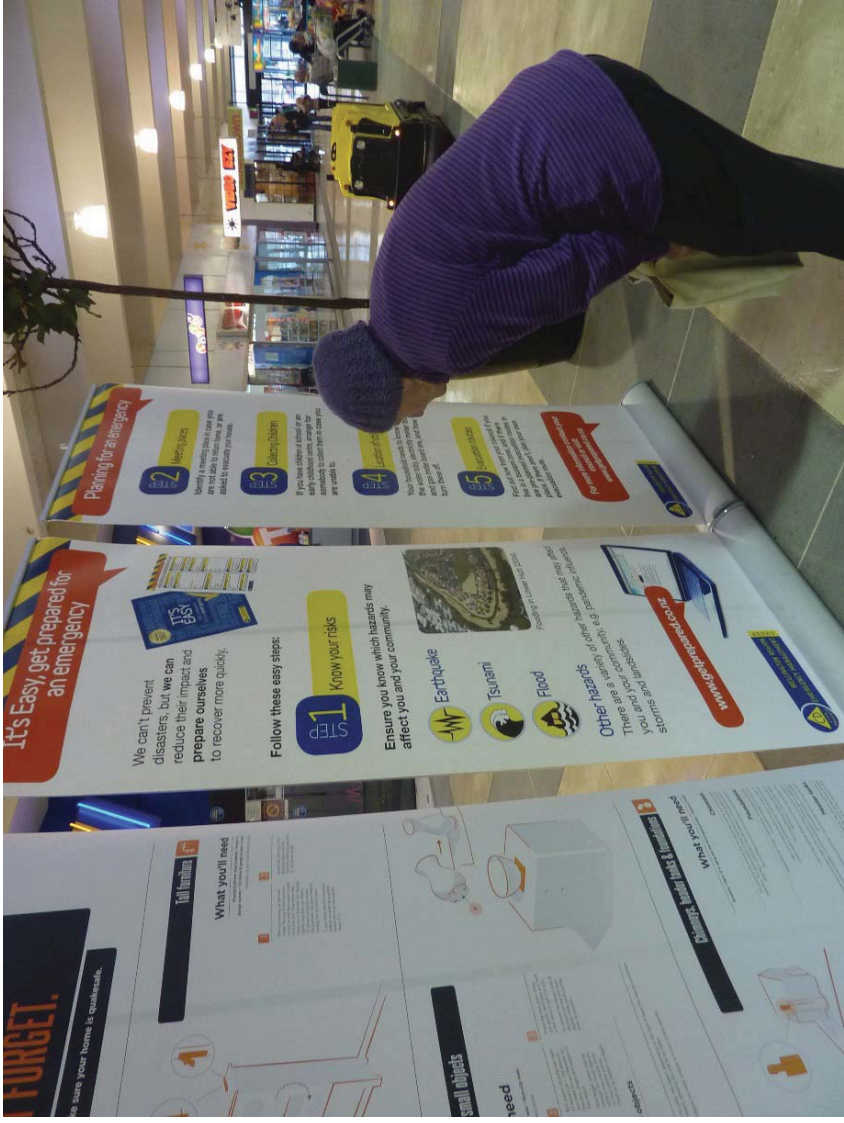
Parkway overflowed and the road turned into more of a part of the creek than anything else.

“The children they can,” she says.

“There were no reports of so they can stay, but if parents

# Hutt City

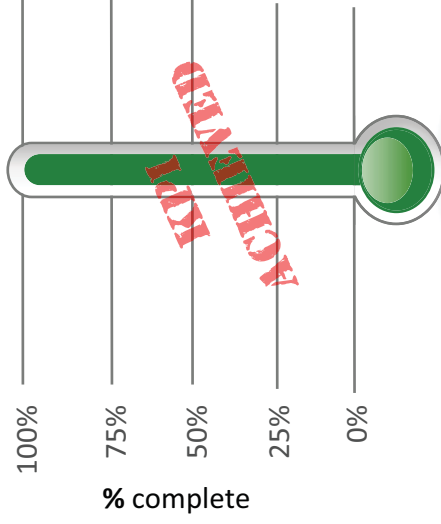
- We continue to build our relationship with local Marae in the Hutt Valley. Over the past year many of the local Hutt Valley Marae have run their own Emergency Assistance Centre exercise training with support from WREMO. Te Tatau O Te Po Marae, Te Mangungu Marae, Ngā Hau e Whā o Paparāangi Marae (Newlands), and Orongomai Marae (Upper Hutt) all developed and held a welfare exercise of a large earthquake or tsunami evacuation scenario. As part of this local Marae collective, we were privileged to be invited to a wananga arranged by the collective that arranged a group of Maori women from Christchurch to talk to the group about their experiences and amazing work they did in response to the Christchurch earthquakes. It was an honour to hear these women's stories and take lessons back to our own work. Also, with the guidance from the group, TPK and our translation company, It's Easy Prepared Households and Neighbours booklets were translated into te reo. We are excited to now have these booklets translated into another of our official languages, with the support of our local Marae.
- We have presented at an IHC Workshop in Petone, designed to implement lessons learnt from the Canterbury Earthquakes and for better personal preparedness for people with IHC in the Hutt.
- We collaborated with MASH Trust to deliver Business Continuity Planning workshop for their clients. As a result, many of the social and private organisations that provide intellectual, physical and mental disability services have engaged in their own business continuity planning following an emergency.
- From the Eastbourne Community Response Plan, the review session, five community projects were identified by the Eastbourne community for better emergency preparedness and connectivity which included having a community working-group being established to promote emergency preparedness volunteer training.
- We are actively taking part in the Marae Resilience Forum with all of the Maraes in the Lower Hutt Region and beyond on emergency preparedness. For example the WREMO team actively engaged to observe and give guidance on the Orongomai Marae welfare exercise, which took place on 10th of April 2015. This led to new initiatives and created new ideas on how a community-driven emergency response would run after a major disaster.



**Lower Hutt volunteers have attended various community events over the year to take the opportunity to connect with their community and spread the message about being prepared.**

# Upper Hutt

## Community Response Plans



Southern Upper Hutt

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

## Community Based Organisations



## Schools



## Volunteers trained



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

This final quarter for the year focussed on helping to build capacity within various organisations in Upper Hutt- particularly those organisations that support more vulnerable people such as the retirement villages, care services and early childhood centres based in Upper Hutt. There was also focus on supporting local initiatives such as the Orongomai Marae Emergency Assistance Centre exercise.



# Upper Hutt City

- WREMO ran the first Emergency Preparedness Course (which is the stepping stone to becoming a Civil Defence Emergency Management Volunteer) in Upper Hutt. With the help of Neighbourhood Support Upper Hutt, the course was a huge success. A very motivated bunch of community members participated - we had an outstanding turn-out of 30 people for the duration of the course. 15 of those that attended signed up to register as a full WREMO volunteer.
- We continue to engage with the Upper Hutt community by attending various community events to talk to the community about being prepared. Our relationship with the UHCC Community Development team has enabled us to become aware of these different opportunities to connect with the Upper Hutt community. We attended various events in Upper Hutt to talk to the community about being prepared, such as the March Madness Fair, the Timberlea Neighbours Night, UH Neighbourhood Support Groups social night and the Pinehaven Flood Plain Management community meeting.
- WREMO continues to build relationship with different groups and organisations in Upper Hutt. We worked alongside the Upper Hutt Citizens Advice Bureau to run a workshop on emergency preparedness specifically for new migrants living in Upper Hutt. The workshop proved a great way to get emergency preparedness information out to this group of people and for the new migrants themselves to meet and mingle with each other. Also in partnership with Arthritis NZ Upper Hutt, we developed a workshop on emergency preparedness for the elderly in Upper Hutt. This workshop focused on emergency preparedness tips specifically for those with arthritis and actively involved participants in identifying what the challenges are for them getting prepared and how we could start addressing these challenges. As a result of working with Hutt Gables Retirement Village, we ran a workshop for all the managers of retirement villages in Upper Hutt. The group worked through their own facility's emergency plans and had the chance to connect with one another to share ideas and build relationships. Now that these retirement villages have a connection they are looking at how they can support each other and get into contact if there is a major emergency to share resources.
- Orongomai Marae held a welfare centre exercise to test their response to a tsunami warning evacuation. A lot of work was put into organising and running this training exercise by Orongomai Marae and we commend them for the fantastic initiative they have to being trained and being prepared! WREMO participated and supported the exercise, which was a great success with many learnings.

**Orongomai Marae held a welfare centre exercise to test their response to a tsunami warning evacuation.**



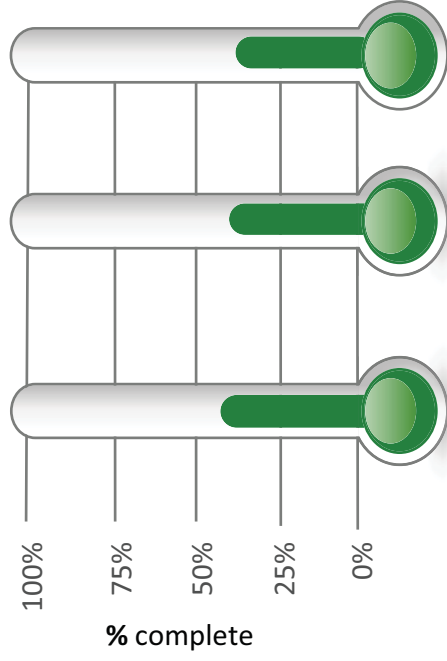
## Upper Hutt Volunteer Course 2015.



# Wairarapa

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

## Community Response Plans



Greytown Featherston Martinborough

## Community Based Organisations



## Schools



## Volunteers trained



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

**Community Response Plans** – This KPI was not achieved primarily due to staff turn-over. Staff are now currently working with both the Featherston and Martinborough champions to gain momentum and planning for the community workshops. The Greytown Community Response Plan will be next and there is growing interest in the Carterton community.

# Wairarapa District

- WREMO attended the Daffodil festival and the WOOP's Living with attitude (Aged Concern expo). We also attended as a side show the GWRC Masterton Flood Plan launch.
- Primary and Secondary Schools in the Wairarapa have been very receptive over the past year which is seen in the exceeded KPI.
- We have started working with aged care facilities and will continue to work with other vulnerable groups.
- The volunteers course was a huge success in the Wairarapa. Two courses were run during the year, with both having a large uptake. These volunteers have recently been contacted, with a number of them expressing interest in further training opportunities. Planning is now underway for another volunteer training course to be held in the Wairarapa before the end of the calendar year.
- The last two months of the final quarter have primarily been focused on staff induction / training and introductions to the community including Councils, Community Boards, Emergency Services, Neighbourhood Support and CRP Champions as a new CR Advisor was appointed at the end of April 2015. WREMO staff will be attending a Neighbourhood Support led meeting in Carterton in August.
- Planning has also commenced to attend various up-coming community events including the Clareville A&P Show, Age Concern Expo and Martinborough Fair.
- There has been individual contact from a range of different people in the community seeking information on Emergency and Business Continuity Planning and Shake Out 2015 is now being actively promoted.
- The WREMO team are looking forward to an exciting and productive year ahead, building and strengthening both new and existing relationships and working together with the community to increase connectedness and enhance resilience in the Wairarapa.

# Operational Readiness

## Areas of Progress:

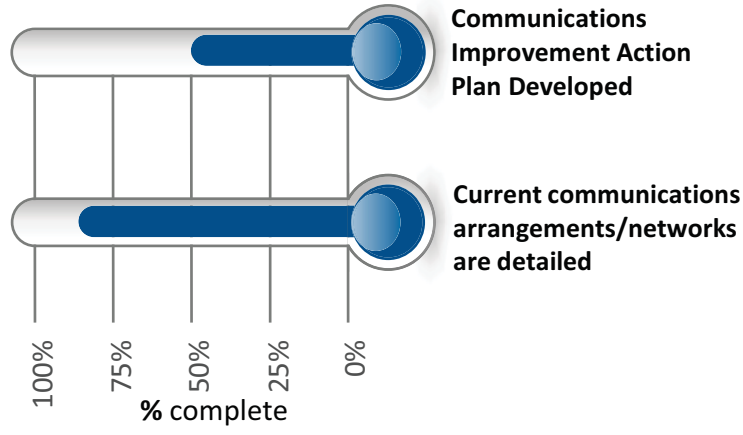
- EOC staff training has continued at pace. Modules for April, May, June were delivered in accordance with the original programme. However, feedback from participants in relation to their EOC roles, led to the inclusion of a new module in July which has been met with enthusiasm by EOC staff. This feedback supports the agility of the EOC framework that was implemented at the start of 2015.
- EOCs upgrades have moved into the next phase of incorporating the equipment and its use into the EOC training framework. Whilst the details have not been finalised, the modular approach of the training framework allows for a fluid integration of new material.
- Lifeline Utility Response Protocols have been revised and disseminated to appropriate agencies. In addition, the protocols have provided the structure and subsequent dialogue and agreement for staff from specific Lifeline Utilities e.g. Wellington Water to assist in the Emergency Coordination Centre (ECC) and appropriate Emergency Operations Centres (EOCs).
- The Operational Readiness team have been fully engaged in the design of the 2015 / 2016 Annual Plan, with clear and concise KPIs designed to set operational foundations whilst building on work done to date.
- The review of the Regional Tsunami Plan has led to a number of other activities being identified in order to achieve the development of a cohesive plan. The use of Geographical Information Systems (GIS) in a response is an example of opportunities for further development. Work has commenced with the regions GIS user group to provide an online platform that is more aligned to EOC needs. In addition, a suite of initial response tools have been tested and evaluated by Controllers with a view to establishing a common but simple process for initial response activities. Both of these will add significant value to our capability, not only to a tsunami response but other emergency events.
- New vests were purchased for all EOCs across the region. The same vests are now being used by NZTA.

## Areas of Concern:

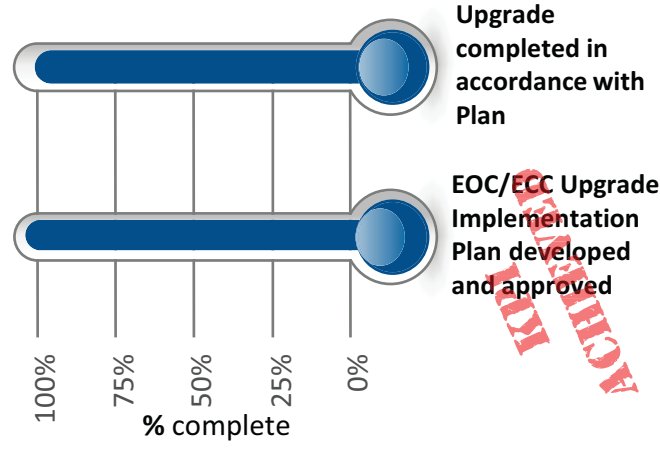
- The national Integrated Training Framework (ITF) Intermediate material is structured to be delivered in a 2 day block course. This is inconsistent with the WREMO EOC staff training framework which is based on short precise modules aimed at building skills, knowledge and competence. In addition, a one off course does not support the philosophical approach of WREMO which provides the opportunity for EOC staff to practice the skills and knowledge learned in each session. WREMO will continue to monitor ITF developments closely, and will factor the materials into our modular approach.

# Operational Readiness

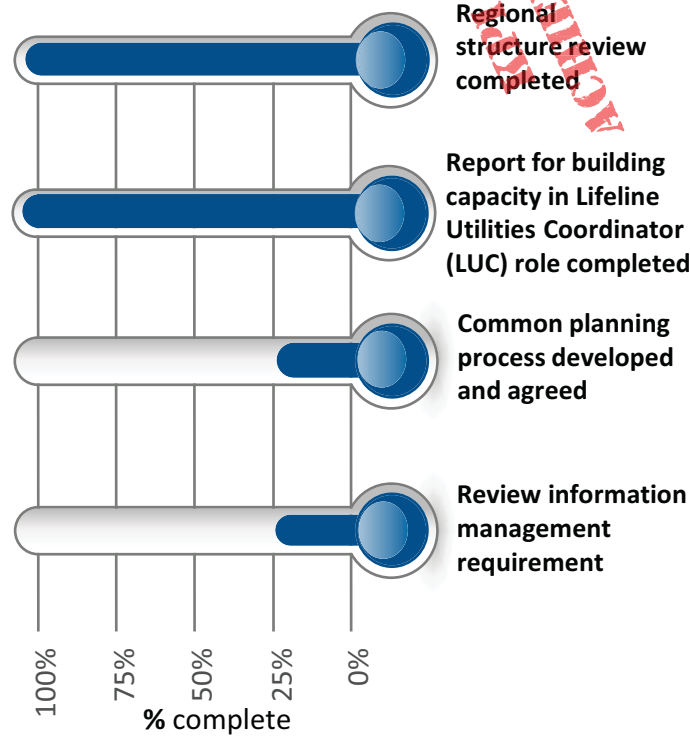
## Communications



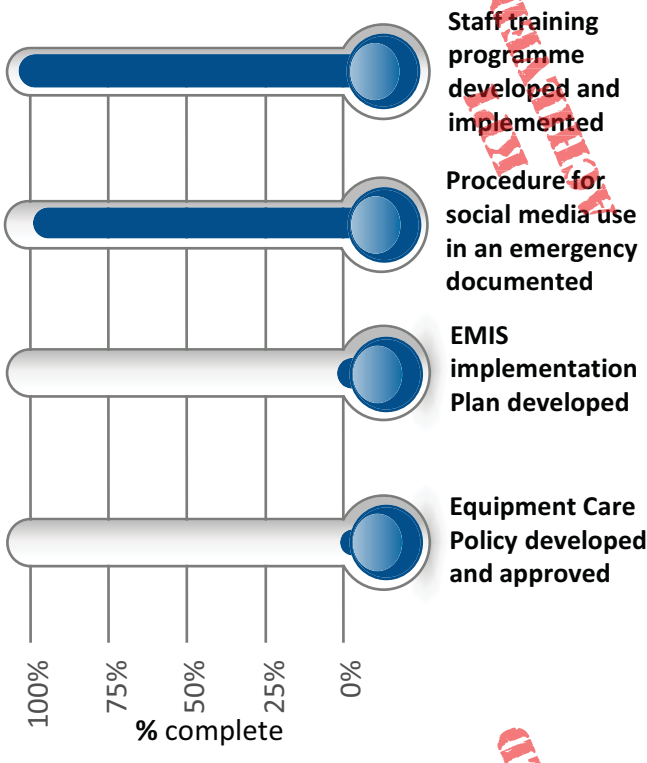
## EOC/ECC Upgrades



## Development

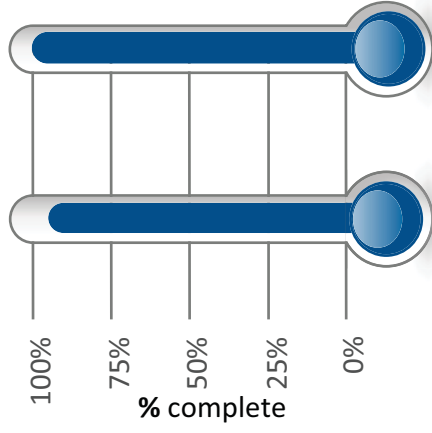


## Policies, Plans and Frameworks



# Operational Readiness

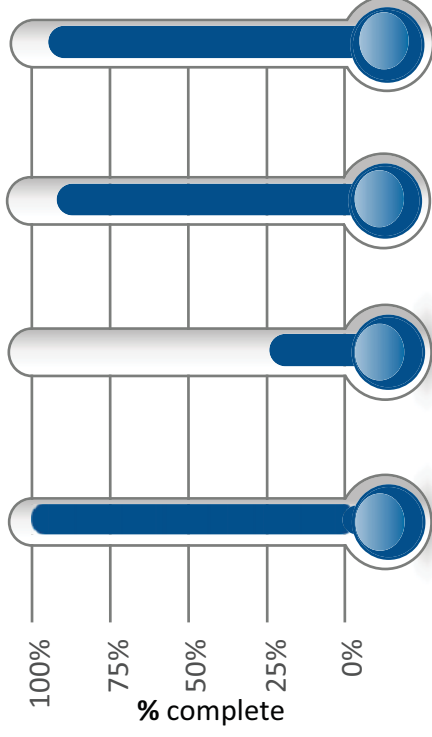
## Concept of operations



Developed and implemented - Wairarapa

Developed and implemented - ECC

## Plan reviews



Bulk liquid distribution plans updated

Flood response plans updated

Tsunami response plans updated

Welfare response plans updated

## Lessons learnt

✓ All events are subject to a debrief.

✓ Corrective Action Plans are developed to incorporate results of debriefs.

✓ Corrective actions monitored to ensure completion.

## Stakeholder engagement



Support the council planning and budgeting process in relation to emergency management as required.



Provide emergency management advice to interagency partners, response teams, council contractors and elected officials across the region as required.



Two WREMO Operations training days are held annually.



Logistics, Planning/Intel, Operations, Controller and Recovery Manager working groups have been established.



Support all projects and activities included in the Wellington Lifelines Group (WELG) Action Plan.

## Communications



Communications equipment checks and maintenance occurs in accordance with the relevant Communication Plan and Equipment Care Policy.

## Response teams



NZRT 18 and NZRT8 are self-managing.



# Operational Readiness

## Commentary on graphs:

- Communications Improvement Plan. This is a multi-year project which has seen considerable preparatory work in advance of the funding scheduled for FY 2015/16.
- Review Information Management. This is directly linked to the **EMIS Implementation Plan (under policies, plans and frameworks)** and was subject to an EMIS review at the national level. The Ministry of CDEM released EMIS Version 2.0 late in 2014/15. It is now incorporated into the same KPI as EMIS for 2015/2016.
- Equipment Care Policy. Developing the policy was subject to the upgrade of the 6 EOCs in the region as well as the ECC. The EOC upgrade has just been completed and equipment checks and maintenance is programmed for 2015/2016.
- Common Planning process. This was subject to the Ministry of CDEM's release of the 'Director's Guideline for Operational Planning' which occurred late in the 2014/2015 year. This KPI will be replaced with a new KPI in the 2015/2016 Annual Plan with on a rolling programme for the development and maintenance of operational plans.

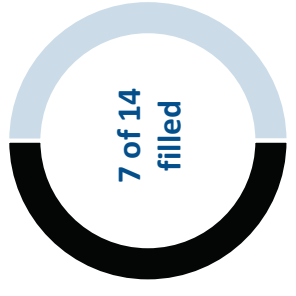
# Emergency Coordination Centre (ECC) - GWRC

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



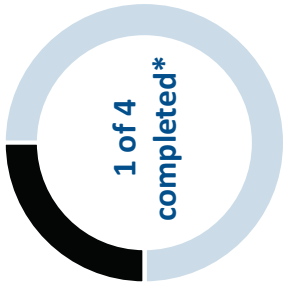
## IMT roles



## Recovery Roles



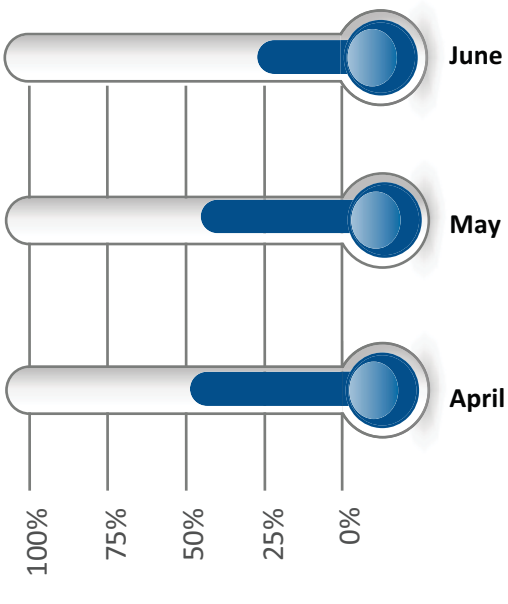
## Audit



## Training sessions



## Training attendance



A significant number of Masterton staff (12) are part of the Wairarapa EOC team

- ECC training has been attended by 46%, 43% and 25% for April, May and June respectively.
- CDEM haven't officially taken over the Chair of the Regional Welfare Coordination Group as yet as the new national plan doesn't come into effect until December. We have a transitional arrangement in place currently.
- Radio checks undertaken weekly.
- The training session KPI was not achieved due to the significant re-working of the training programme. Training has been delivered twice every month since the establishment of the new modular training approach.

## Other measures

- ✓ Maintain ECC contact list/resource register.
- ✓ Remediation Plans are developed and implemented for identified shortfalls.
- ✓ Infrastructure and equipment records are correct and up-to-date.
- ✗ Chair Regional Welfare Coordination Group
- ✓ Attend all Regional Inter-Agency Committees.
- ✓ Up-to-date suite of response documents are in EOC/ECC.
- ✓ Maintenance checks are conducted according to policy.

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

## Emergency Coordination Centre

### Activations:

- On 14 May, initial monitoring by the ECC became a full activation after three EOCs activated across the Region. This was to support local EOCs, coordinate public information, and promote successful transport outcomes, noting during the day, at times, both state highways were cut and the rail network inoperable. A partial activation occurred on 19 June in support of Kapiti EOC (fully activated) and Hutt EOC (partially activated). Six ECC staff closely monitored the situation with during the overnight shift. The May event debrief has been held and will be the subject of a separate report.

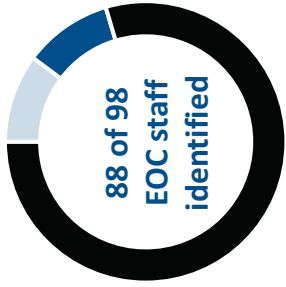
### Training:

- ECC staff have received 8 sessions delivered this year (two per month). Bookings and recording for this training is still being managed by the WREMO advisor – it is intended to transition this to Council in the new financial year through the WREMO database. It is predicted that additional sessions may need to be run in the second half of this year to cater for some staff who either missed training or are new to the Council.

# Wellington City

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



## IMT roles



## Recovery Roles



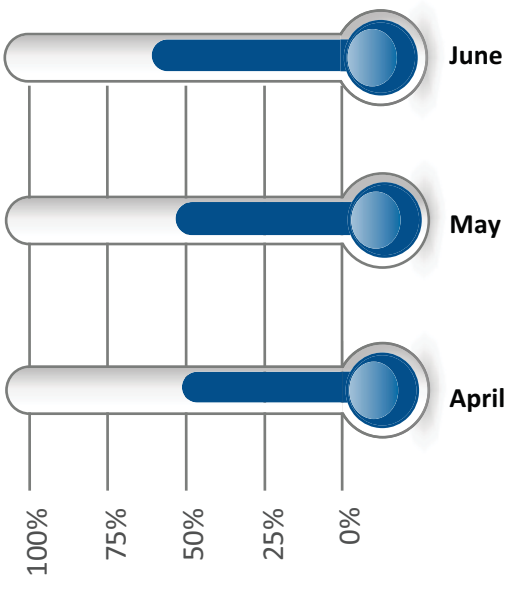
## Audit



## Training sessions



## Training attendance



- EOC training has been attended by 50%, 53% and 60% for April, May and June respectively.
- The training session KPI was not achieved due to the significant re-working of the training programme. Training has been delivered twice every month since the establishment of the new modular training approach.
- The EOC staff KPI has not been achieved as staff attrition has meant we did not have a full EOC roster as at 30 June 2015.

## Other measures

- ✓ Maintain local EOC contact list/resource register.
- ✓ Remediation Plans are developed and implemented for identified shortfalls.
- ✓ Infrastructure and equipment records are correct and up-to-date.
- ✗ Attend all local welfare committees.
- ✗ Attend all local Emergency Services Coordinating Committees.
- ✓ Up-to-date suite of response documents are in EOC/ECC.
- ✓ Maintenance checks are conducted according to policy.

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

## Wellington City

- The Wellington EOC was the first of the region's EOCs to have the new technology installed this year and it was used as a test platform before the technology was rolled out to the other EOCs
- Additional laptops were purchased to augment those purchased as part of the technology roll out allowing two laptops per functional desk
- Training attendance has gradually increased throughout the quarter moving from 50% in April to 60% in June
- After a long absence the Emergency Services Coordinating Committee has been re-established in Wellington City. This committee is chaired by NZ Police. First meeting held in July 2015
- Council managers have been fully supportive of the EOC and their role within it, targeting individuals to fulfil the EOC roles and encouraging participation. This in turn is reflected in the numbers attending training.

# Porirua City

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



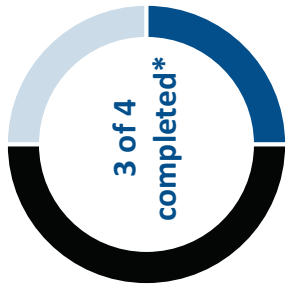
## IMT roles



## Recovery Roles



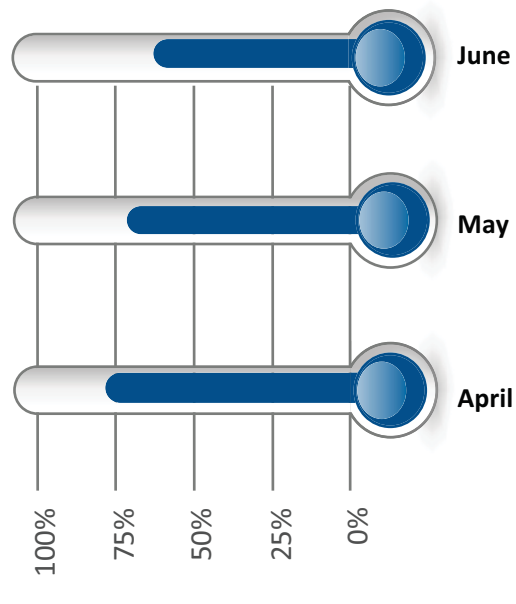
## Audit



## Training sessions



## Training attendance



- EOC training has been attended by 77%, 74% and 66% for April, May and June respectively.
- 16 WREMO led training sessions were completed, as well as 7 x separate desk workshop sessions.
- The local welfare committee has not met as it is currently in the process of being reactivated.

## Other measures

- ✓ Maintain local EOC contact list/resource register.
- ✓ Remediation Plans are developed and implemented for identified shortfalls.
- ✓ Infrastructure and equipment records are correct and up-to-date.
- ✗ Attend all local welfare committees.

- ✓ Attend all local Emergency Services Coordinating Committees.
- ✓ Up-to-date suite of response documents are in EOC/ECC.
- ✓ Maintenance checks are conducted according to policy.

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

## Porirua City

### Activations:

- One main activation on 14<sup>th</sup> May 2015 (flooding event in the city). IMT was active for 16 hrs to coordinate response and prepare for any wider community needs.
- Controller and desk leads met the following morning to review the need for further IMT work.
- An event debrief was held and a corrective action plan has been developed. The Porirua CDEM leadership team has control of that plan and process
- Several briefings have occurred for controllers in regard to other events happening (expected weather events, vegetation fires in urban areas, transport problems affecting traffic on the state highways)
- PCC controllers play an active role in deciding what (if any) actions the local Incident Management Team will take in activating the EOC

### CDEM leadership:

- Porirua has an active CDEM leadership team (Sub CEG lead, controllers, desk leads, contact centre). This group meets monthly in support of training, activations, planning and resourcing. The team is the conduit back into Council for work to be done on behalf of CDEM.

### EOC suitability:

- The CDEM leadership team are leading this work with the sub CEG lead and property manager engaged.
- Alternate EOC sites are being considered

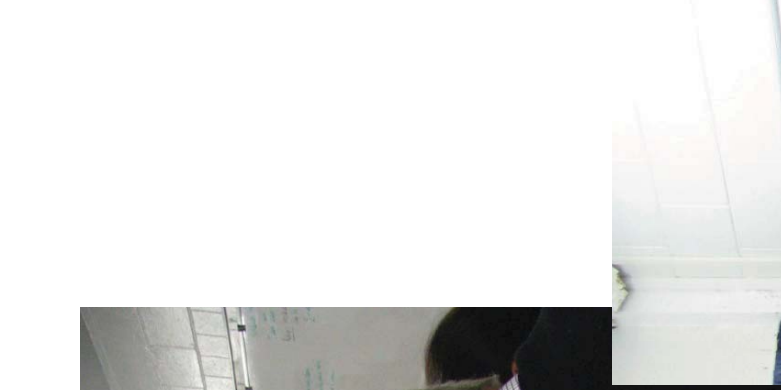
### Monitoring and Evaluation:

- PCC participated in the Monitoring & Evaluation program

### Training:

- The CDEM leadership team take an active oversight of training
- PCC HR team have control of this and book staff into the training program and monitor attendance. Procedures are in place to replace staff leaving.
- PCC has a high attendance rate at training and a high engagement level from those staff. Individual desk meetings (outside of the WREMO training program) and led by the relevant desk leaders have been held and the teams have reviewed their roles and training needs. This information is being coordinated by the CDEM leadership team

## Porirua City Council staff in the EOC during May Storm 2015





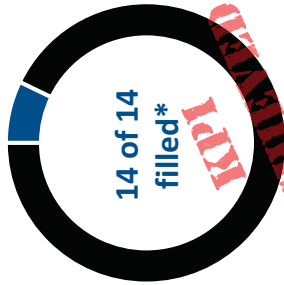
# Kapiti Coast District

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



## IMT roles



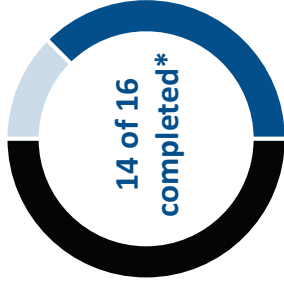
## Recovery Roles



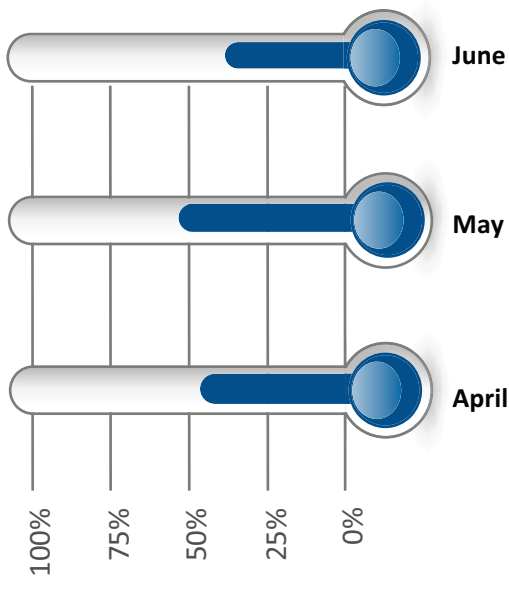
## Audit



## Training sessions



## Training attendance



## Other measures

- ✓ Maintain local EOC contact list/resource register.
- ✗ Remediation Plans are developed and implemented for identified shortfalls.
- ✗ Infrastructure and equipment records are correct and up-to-date.
- ✓ Attend all local welfare committees.

- ✗ Attend all local Emergency Services Coordinating Committees.
- ✓ Up-to-date suite of response documents are in EOC/ECC.
- ✓ Maintenance checks are conducted according to policy.

- Training attendance figures were 44%, 52% and 39% for April, May and June respectively.
- ESCC meetings in other areas have been attended by EMA
- Remediation Plan was done in December 2014. WREMO delivered on their responsibilities and the Council are still working on their responsibilities. A remediation plan for the last floods is under development (being prepared by the council).
- A radio audit is scheduled for August 2015 to be carried out by contractors.
- Technology that was purchased for the EOC has not been implemented in the EOC as yet.
- Generator checks are completed quarterly, radio checks are done weekly and the district network was tested during the May response.
- The training session KPI was not achieved due to the significant re-working of the training programme. Training has been delivered twice every month since the establishment of the new modular training approach.

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

## Kapiti Coast District

### Activations:

- Kapiti activated their EOC on 10<sup>th</sup> December 2014 for flooding in the vicinity of the Waikanae River and Waitohu Stream areas. The EOC was active for four hours coordinating some sandbagging, road closures, and public information management. This was followed up with an After Action Review, and Corrective Action Plan published 22<sup>nd</sup> December 2014. As a direct result of the review process, changes to the layout of the EOC were implemented in January 2015. As at 01 July 2015, not all corrective actions have been completed.
- A second, larger activation occurred 14<sup>th</sup> May 2015 for widespread flooding across the whole Kapiti Coast. Evacuations and road closures were in place, with four Civil Defence Centres opened. Two evacuees arrived at one centre, and the others were only open for a couple of hours. The EOC was operative for two days – activating at 0800hrs the first day and remaining operative until 2230hrs, then again at 0400hrs on the 15<sup>th</sup> May, through until midday. The changes to the EOC layout performed well and were endorsed by staff present. A debrief process was hosted by WREMO in the Council, and with allied agencies at the EOC. The results of these debriefs were forwarded to the Recovery Manager at the Council. A report on the response is pending.
- On 19th June 2015, another activation for localised flooding occurred in the Otaki/Waitohu area. A partial activation of staff managed the response from around 2200hrs until 0300hrs the following morning. The weather causing this issue then moved northwards to cause extensive flooding and damage in the areas to the north of Wellington. No significant after actions resulted from this activation; some outstanding corrective actions from the May flooding became issues during this response (such as lack of landlines and access to computers etc).

## Kapiti Coast District

### EOC Capability:

- The EOC upgrade (projectors and screens) is complete, however some aspects (e.g. laptops) of the planned capability upgrade remain outstanding.
- The three activations have also led to a review of staff allocation in roles, and identifying a new Recovery Manager. This work needs to continue to ensure momentum is not lost, and that appropriate levels of staffing are identified for all CIMS desks.
- The EOC facility has been reviewed by Council property services, and for a large portion of the year enjoyed the presence of the Council ICT team. Some changes were made to the building layout to facilitate the installation of a small eating area near the kitchen. This work should be completed shortly. Two new heat pumps were installed in the Controller's office and the meeting room to make the rooms more multi-functional and generally pleasant to work in.
- The Communications room is still under review as to changes to its layout and function, and WREMO staff have contributed to recommendations on layout and design. In the later stages of last year the two WREMO staff moved into the Controller's office to facilitate the movements of ICT, and the creation of a meeting room space. This space still requires attention with regards to projection capability, appropriate lighting, and additional whiteboard real estate.

### Training:

- Kapiti staff have received 8 sessions delivered this year (two per month), of which there has been an average attendance of 45% (not including EOC101 due to it being optional). Bookings and recording for this training is still being managed by the WREMO advisor – it is intended to transition this to Council in the new financial year through the WREMO database. It is predicted that additional sessions may need to be run in the second half of this year to back-capture some staff who missed training due to the activations.

# Hutt City

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



## IMT roles



## Recovery Roles



## Audit

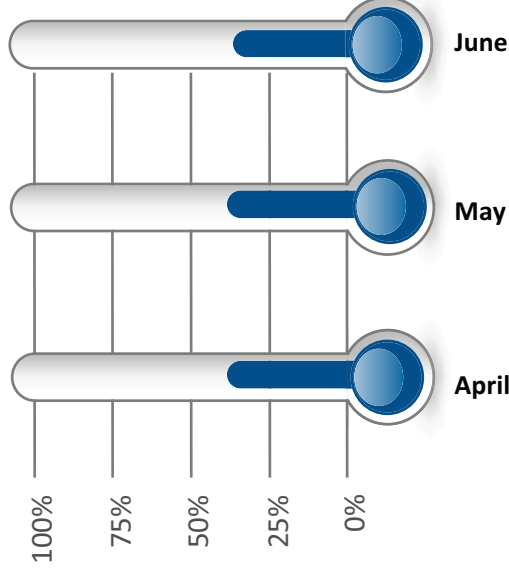


## Training sessions



All staff have attended at least 1 training session.

## Training attendance



## Other measures

- The new Local Controller has attended training sessions to meet the staff and build relationships with his team.
- EOC training has been attended by 34%, 36% and 30% for April, May and June respectively.
- The training session KPI was not achieved due to the significant re-working of the training programme. Training has been delivered twice every month since the establishment of the new modular training approach.
- Whilst the Operational Readiness Team saw a loss of an experienced Senior Advisor, work continued through the combined efforts of other Operational Readiness team members and Community Resilience team members assigned to the Hutt.



Maintain local EOC contact list/resource register.



Remediation Plans are developed and implemented for identified shortfalls.



Infrastructure and equipment records are correct and up-to-date.



Attend all local welfare committees.



Attend all local Emergency Services Coordinating Committees.



Up-to-date suite of response documents are in EOC/ECC.



Maintenance checks are conducted according to policy.

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

## Hutt City

- This year has seen the departure of the Operational Readiness Area Advisor, who had been in the role for 15 years. This creates a loss of area specific knowledge, however it will provide a great opportunity for the new Area Advisor to bring a fresh dimension to the role.
- Transition meetings were held with the departing Area Advisor to ensure the transfer of local knowledge to the wider WREMO team.
- The EOC has taken on a monitoring role on a number of occasions throughout the year as severe weather has impacted on local road closures without significant damage or threat to life.
- The Hutt EOC activated on 14<sup>th</sup> May 2015 in response to flooding in the area. Response activities centred around significant disruption to normal public transport into and around Lower Hutt. Closures on SH2 and the closure of rail services meant increased risk to commuters from and to Lower Hutt. EOC staff supported the council response across a number of areas and the debrief and final report have identified areas for development. This event tragically led to a loss of life.
- A new Local Controller has been appointed. He has fully engaged with the role, taking time to get to know the area, meet and build relationships with key stakeholders and staff. The new controller brings a wealth of operational experience to the role, having served in NZ Navy and been part of NZDF CDEM response activities.
- The Secondary Schools Rescue Training Programme was conducted between February and June 2015. This involved 11 secondary schools with up to 10 members in each team.

# Upper Hutt City

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



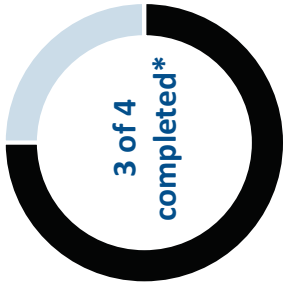
## IMT roles



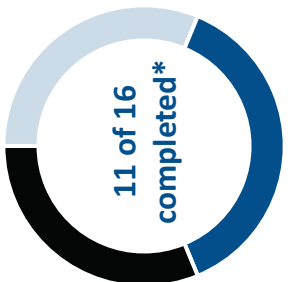
## Recovery Roles



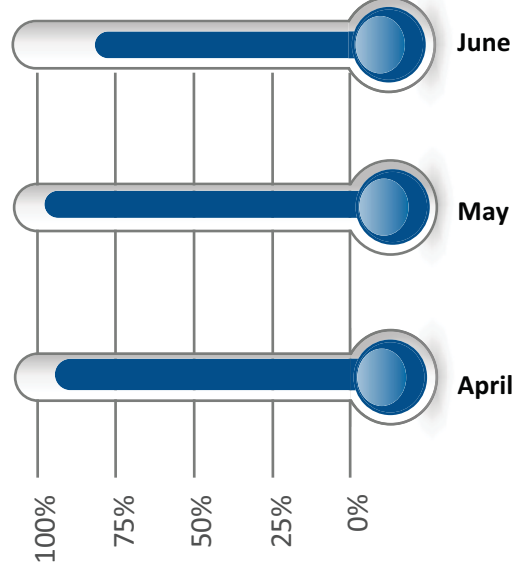
## Audit



## Training sessions



## Training attendance



EOC training has been attended by 90%, 95% and 71% for April, May and June respectively.

WREMO are currently recruiting for a new Operational Readiness Hutt Valley Area Advisor.

Currently the Local Welfare Committee is not active.

The ESCC attended is for the Hutt Valley.

The audit KPI was not achieved as no formal audit was completed in the last quarter, due to a staff vacancy.

The training session KPI was not achieved due to the significant re-working of the training programme. Training has been delivered twice every month since the establishment of the new modular training approach.

## Other measures



Maintain local EOC contact list/resource register.



Remediation Plans are developed and implemented for identified shortfalls.



Infrastructure and equipment records are correct and up-to-date.



Attend all local welfare committees.



Attend all local Emergency Services Coordinating Committees.



Up-to-date suite of response documents are in EOC/ECC.



Maintenance checks are conducted according to policy.

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

## Upper Hutt City

- The focus for the past year has been restoring the EOC to an acceptable level of operation. This has included significant IT upgrades including new computers, new data projectors, installation of wifi and also a new TV (screen) in the communications room.
- EOC staff have been exposed to increased training, that has seen the base level of knowledge improve markedly from a group that had little or no experience in a EOC and no idea how to operate, to now understanding the basic principle of the EOC, desk roles and the initial response phase. The EOC staff have recorded excellent attendance figures, with no less than 70% attending any one session.
- This year has seen the departure of the Operational Readiness Area Advisor, who had been in the role for a number of years. This creates a loss of area specific knowledge, however it will provide a great opportunity for the new Area Advisor to bring a fresh dimension to the role. The EOC staff is a highly motivated team who have invested in the development of themselves and the EOC (along with WREMO).
- Transition meetings were held with the departing Area Advisor to ensure the transfer of local knowledge to the wider WREMO team.



**Upper Hutt City Council Staff during EOC training June 2015**

# Wairarapa

Completed previous quarters
  Completed this quarter
  Remaining to be completed

## Personnel



## IMT roles



## Recovery Roles



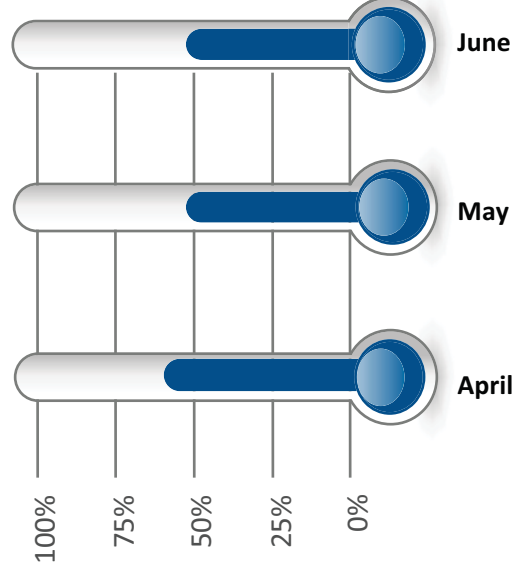
## Audit



## Training sessions



## Training attendance



- EOC training has been attended by 65%, 55% and 55% for April, May and June respectively.
- The WREMO Wairarapa EOC is keen to seek additional staff members from the three Wairarapa Councils to staff the EOC which is currently staffed by MDC and SWDC, with the majority of the team being provided by GWRC.

## Other measures

- ✓
 Maintain local EOC contact list/resource register.
- ✓
 Remediation Plans are developed and implemented for identified shortfalls.
- ✓
 Infrastructure and equipment records are correct and up-to-date.
- ✓
 Attend all local welfare committees.
- ✓
 Attend all local Emergency Services Coordinating Committees.
- ✓
 Up-to-date suite of response documents are in EOC/ECC.
- ✓
 Maintenance checks are conducted according to policy.

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



## Wairarapa

- The Eketahuna earthquake after action report was finalised and disseminated to each of the 3 Wairarapa Councils. This provided a focal point for WREMO operational readiness activity.
- The Wairarapa Concept of Operations was produced as a framework to document the relationship between Councils and the Wairarapa Emergency Operations Centre (WaiEOC) during an incident and an emergency. This was a recommendation from the earthquake report and provides a foundation from which to build the understanding of roles and responsibilities between each entity.
- Whilst 2014 / 2015 has seen a change in personnel, the priority work has continued with successful outcomes:
- The WaiEOC has been re-designed to maximize the space for an effective emergency response whilst complement the councils investment in new technology (internet access, projector, laptops and phones). This brings the EOC up to base line standard determined by WREMO EOC upgrade project.
- With regard to EOC staff, the new modular WREMO EOC staff training programme has been successfully implemented in the Wairarapa with participants increasing their knowledge of emergency response and their role in the EOC. Presently EOC staff comprises of Controllers and Masterton based Greater Wellington staff. There is a need to explore the inclusion of staff from the 3 Councils into this process, something WREMO will facilitate during the 2015 / 2016 year.
- Welfare capacity has been increased with the contracted arrangement for a Local Welfare Manager. This was a direct recommendation from the Eketahuna After Action review and has seen the benefit of a re-connected Wairarapa Welfare Committee. The timing for this is particularly important given the changes to the Civil Defence Emergency Management (CDEM) National Plan which sees a number of key welfare activities changing accountability and placing more responsibility on CDEM Welfare Managers.
- Tsunami planning has been revisited as part of a regional approach to tsunami response. This has helped to bring new staff up to speed and identify gaps with existing arrangements leading to further work.



## Wairarapa Emergency Operation Centre training 2015

# Business and Development

## **Areas of progress:**

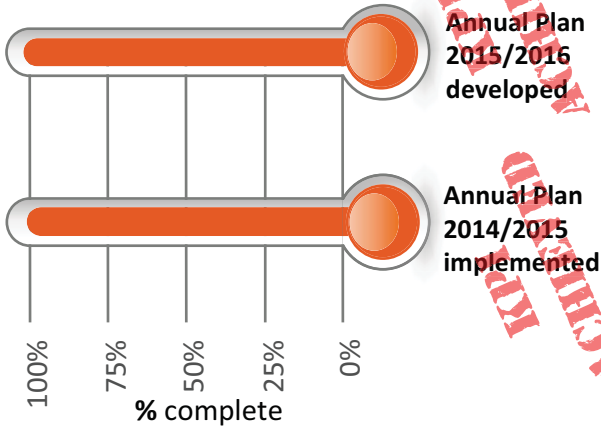
- Improved management of WREMO financial system. Continuing to develop this further and look at ways to merge more of the council/WREMO budgets
- Enhancing WREMO's visual workplace (introducing Kaizen displays and personal boards).
- Enhancing ICT systems (new computers, phones, support). Appointment of additional IT Support person on a 12 month fixed term contract.
- Project support to other WREMO teams (e.g. Fuel Supply project, Tsunami Plan and EOC Upgrades).
- Engagement with hazards planning and risk management stakeholders.
- Completion of the MCDEM Monitoring and Evaluation Programme.

## **Areas of concern:**

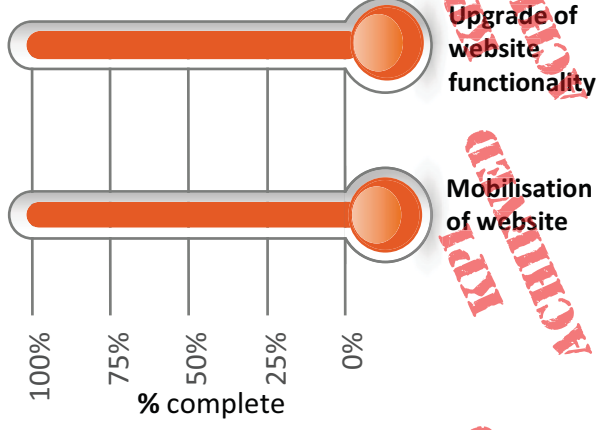
- No issues to report at present.

# Business and Development

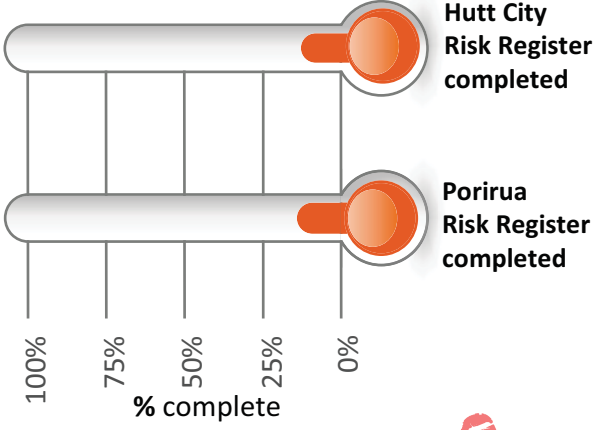
## Strategic Planning



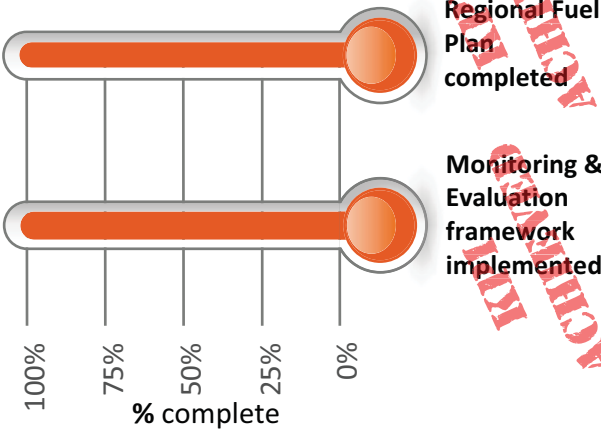
## Website



## Risk Registers



## Policies, Plans and Frameworks



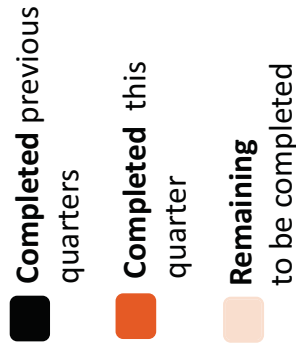
## Scientific Information

### Lunchtime Seminars



## WREMO information

### sharing seminar



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

# Business and Development

## Commentary on graphs:

- The new Annual Plan 2015/2016 has been developed and ready for implementation.
- Significant work has been put into further developing the WREMO website making it more accessible for mobile devices.
- Hutt City Risk Register. This project has been delayed while consideration is given to how it should integrate into the Regional Natural Hazard Strategy which is now in its information collection phase.
- Porirua Risk Register. This project has been delayed while consideration is given to how it should integrate into the Regional Natural Hazard Strategy which is now in its information collection phase.
- Scientific Information Seminars. Three presentations in this series were given during the year. In March Dr Laurie Johnson spoke about Disaster Recovery, and in May and June two presentations (one from NIWA and one from Professor Daniel Aldrich) were presented to a wide audience of WREMO staff, councils, researchers and members of the public.

# Business and Development

## Administration



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



All administrative requirements of the CDEM committees are met.



A centralised library at Thorndon is maintained.



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

## Finance



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



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



Petty cash is reconciled as required and correctly administered.

## Health and Safety



Any incidents are logged as per Greater Wellington Policy.

- We are currently exploring options for further merging of local council CDEM budgets with WREMO. Some of the councils' budgets will be administered by WREMO in 2015/2016.
- Throughout the year the B&D team have supported both the CR and OR teams for various projects.

# Business and Development

## Professional Development

- ✓ All staff have the opportunity to attend at least one suitable professional development opportunity.

## Website

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

## IT

- ✓ IT support is provided to WREMO staff.
- ✓ Technical support required for the development and implementation of EMIS is provided.

## Planning Managers Group

- ✓ Planning Managers Group meetings are attended by a WREMO representative.
- ✓ Input is provided on behalf of WREMO.

## Values

- ✓ Have the WREMO mission, vision and values visible to all WREMO staff.
- ✓ One team building event for all WREMO staff.

## WREMO IT

- This year we had an intern from Germany for 3 months who assisted the IT team. We also have a fixed term IT support person currently within the team.

## Planning Managers

- Throughout the year we have contributed to the development of the Regional Natural Hazards Management Strategy.