

SAFER Planning Workshop Report

Marlborough CDEM Group Workshop 17 February 2017

Summary:

This was the penultimate of six South Island CDEM Group-based workshops for Project AF8. The workshop included approximately 30 participants from key local stakeholder organisations. Another highly interactive and productive day, eliciting a significant amount of useful material for the project.

Much of the workshop focused on the needs of the urban centres in the district, particularly Blenheim and Picton, rather than more remote areas. Despite this, the need for reconnaissance and situational awareness in a rapidly unfolding disaster was important throughout the workshop. The need for community-activated “Community Emergency Response Centres” featured - a term not used elsewhere where the official term “Civil Defence Centre” tends to be used.

Most cross-CDEM Group boundary issues were in relation to evacuation of injured, visitors, and vulnerable residents, into the district from more damaged regions elsewhere. Support to impacted isolated communities in Nelson Tasman, more readily accessed from Marlborough was an issue some considerable discussion, but more due to the scenario including a request from Nelson Tasman for support.

The need to manage fuel, medical supplies, food and emergency shelter in the district rated highly.

The experience provided a valuable problem-solving focus for collaboration and relationship-building amongst key stakeholder and partner organisations, and dispelled an expectation that Marlborough’s IMT might manage significant responses elsewhere in the South Island.

Venue:

The workshop was held at Marlborough District EOC in Blenheim. Briefings were held in a meeting room which comfortably accommodated the approximately 30. The EOC and other functional rooms were used for syndicate work throughout the day.

A good quality data projector and large screen were used throughout. Wifi was available to all participants, but did not appear to be required.

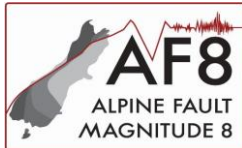
Participants were divided into 3 pre-designated clusters of tables:

- IMT + Emergency Services
- Welfare Services
- Lifeline Utilities

Programme:

The programme for the day was adjusted from to allow an earlier start, as participants has less distance to travel, which worked well. The day was very well received, enthusiastically approached, and productive for all involved. The workshop concluded at 1530 hrs, with energy levels still high.

0900 – 0930	Workshop Initiation
0930 – 1030	Phase 1. Earthquake + Initial Actions. First 3 hours+
1030 – 1100	Scenario following Initial Action
1100 – 1130	Alpine Fault Science
1130 – 1200	Lunch
1230 – 1245	Phase 2. Planning Next 72 Hours. Day 1 to 3
1245 – 1300	Scenario Update
1300 – 1500	Phase 3. Planning Next 72+ Hours. Day 4 to 7
1500 – 1530	Debrief – Gaps + Opportunities



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Outcomes Phase 1 – Initial Response.

EOC (IMT) + Emergency Services

1. Significant Issues / Needs:
 - Fatalities
 - Injuries
 - Incoming Displaced Persons
2. Response, Comms, Coord Needs
 - Allocation of emergency service resources
 - Staffing (Shifts)
 - Vehicles
 - Focus on Death / Injuries
 - Communication
 - Establish + act on present priorities
3. High-Level Tasks
 - Save lives
 - Building Assessments
 - Critical Infrastructure
 - Hospitals
 - Rapid Assessments
 - Situational Awareness
 - Supply routes
 - Communications Channels
 - Maintain command + control
 - Look to set-up sib-regional centres
 - Disseminating information
 - Hosting media
 - Paper drops
4. Critical Resources:
 - Power
 - Fuel
 - FMCG
 - Staffing
5. Cross-Boundary Issues
 - Establishing cross-boundary priorities



Marlborough CDEM, emergency services and other CDEM Groups plan quake response.

Welfare Services

1. Information gathering
2. Assemble Welfare management team
 - Welfare Coordination Group
3. Estimated number of visitors according to Destination Marlborough
 - 5000 visitors
 - 900 ferries
 - 2000 cruise ship
4. Schools as “Community Emergency Centres”
5. 16 x Community Emergency Response Centres (CERCs)
 - Damage and access assessment
 - Registration process
 - Tents in green areas
6. 13 x “Urban Evacuation Centres”
 - Halls, Parks, Clubs
7. Woodbourne Airbase modular pods
8. Self-evacuation occurring from low-lying areas – tsunami risk
9. “Communications”
 - Mass hysteria
 - Social media
 - Reassure people to stay put



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Lifeline Utilities

Electricity

1. Transpower supply into district lost
2. Damage assessments from Trustpower required
 - Sat phone available
3. SCADA may not be accurate due to upstream damage
4. Alfred St Operations Centre (IL 2.5) assessment required

Roads

1. Offices closed, no alternative as yet
 - Probably evacuate to EOC
2. Access to carpark for vehicles
3. Possible issues of contractor access to yard

Ports

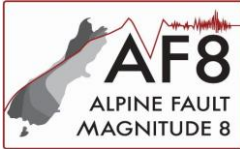
1. Evacuate port + ferries
2. Close harbour + Tory Channel
3. Assessment of tsunami risk
4. Engineering assessment of port
5. Radio in office in potentially damaged area

Needs

1. Helicopter required for roads / power lines / radio sites



Lifeline Utilities Syndicate - Marlborough Project AF8 Planning Workshop



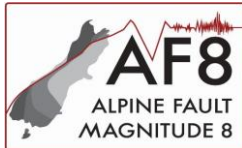
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Outcomes Phase 2.

EOC (IMT) + Emergency Services

1. Issues:
 - Aftershocks
 - Slips
 - Public movement:
 - Roothing
 - Bridges
 - Schools
 - Cruise ship due
 - Sewerage
 - Public reassurance
 - Public messaging
2. Establish:
 - Leadership
 - IMT
 - Comms
3. Intelligence
 - People safety
 - Water, power, communications
4. Resources
 - Human resources
 - Lifelines resource availability
 - Water (potable)
 - Fuel
 - FMCG
 - Aircraft
5. Reassure with Marlborough District Council
 - Connect with isolated areas



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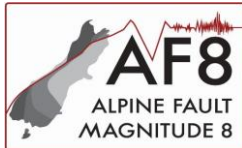
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Emergency Welfare

1. WCG team fully operational at EOC
2. "Welfare centres" manned, security in place
3. Communication:
 - via Welfare Centres
 - any social media / news agencies available
 - information hubs
 - manual distribution
 - white boards
 - reassurance
4. Rapid assessment happening
 - EMIS data gathering + data sharing
 - Umbrella checks on welfare responsibilities
5. Food, water, shelter
 - Urban
 - Rural via air
6. Managing spontaneous volunteers
7. PFA support for agencies + affected persons + EOC
8. Woodbourne becomes staging area
9. Medication high priority
10. Vulnerable people:
 - Aged
 - Children
 - RSW
 - Disabled
 - Rural
 - Tourists

Lifeline Utilities

1. Fuel:
 - Severe shortages of fuel into the area
 - Probably very limited ability to pump fuel at service stations
2. Stopbank
 - Damage on Lower Wairau probably severe
 - Consider evacuation of Spring Creek + Tuamarina + Renwick in the event of major rainfall
3. River damming
 - Reconnaissance of rivers damming particularly upstream of Wairau River



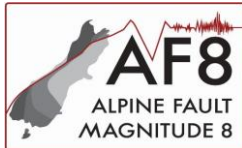
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Outcomes Phase 3.

EOC (IMT) + Emergency Services

1. Significant consequences / needs
 - SH6 + SH63 closed
 - Funning of fuel, water + food
 - Sanitation = pressure on health services
 - Welfare of responders – lack of back-up available
 - Evacuees from other regions flowing in to Woodbourne hub
 - Flow of goods in the region
 - Monitor supply
2. Response, Comms, Coord Needs
 - Ability to response reduces
 - VHF communications available
 - Public perception v reality
 - Public backlash
 - Coordination of information
 - Clarity of roles + responsibilities
3. High-Level Tasks
 - Assessing critical buildings again – following significant aftershocks
 - Getting people back to their homes
 - Welfare – resupply of essential medications
 - Getting people into shelter
 - Resupply of fuel from Nelson – via marine transport?
 - Gaps in supplies + how to access?
 - Ports operational + ferries operating?



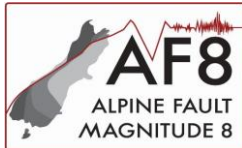
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Welfare Services

1. “Civil Defence payments” (Work + Income)
2. MBIE – linking with temporary accommodation
3. Looking to move people out of “RAC” (Recovery Assistance Centre)
 - Link with Destination Marlborough
4. Outbound calling – Welfare checks to those who haven’t stayed at RAC
5. Social media – info-sharing
6. Red Cross:
 - Welfare checks
 - Psychosocial support
7. Overview of tasks
8. DHB:
 - Coordinating medication / health issues
 - Hospital demand
9. PHO:
 - Looking across health needs across community
 - Audits of services, businesses
10. Marlborough DC:
 - Health checks
 - Food hygiene
11. Possibility of opening “Welfare Centre” at Awatere
12. May be providing support to St Arnaud
13. Evacuees from the West Coast need to go to the North Island
14. Communicating re “Missing People”

Note: “RAC” is a term not used in response in any CDEM Group during these workshops.

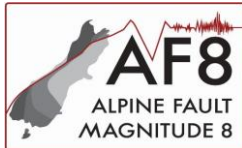


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Lifeline Utilities

1. Electricity
 - Local generation not useful
 - Can't supply without connection to live national grid
 - Expect months of no power
2. Roads
 - SH6 mainly open but flooding at Rai Valley and potential slips at Whangamoas
 - SH63 closed due to slips
 - Priority to re-open SH63 to access St Arnaud
3. Water + Wastewater
 - Boil water notices
 - Intermittent water supply
 - Portaloos deployed
 - Sewage overflows
 - Water trucking required
4. Stormwater
 - Local flooding due to damage to stormwater infrastructure
5. Solid Waste
 - Extra facilities to remove freezer waste
6. Telecommunications
 - No power = non comms
 - Need helicopter or 4WD access + mobile generators to power repeaters
7. FMCG
 - Some supply through Picton but severe shortages
 - Rationing + security required
8. Fuel
 - Increasing shortages until SH6 opened
9. Rural Issues
 - Mobile generation required at dairy farms
 - Milk disposal + pollution
10. Staffing
 - Families under stress
 - Responders respite for domestic issues
11. Refugees
 - To be discouraged but may try to establish temporary staging
 - Possibly at Woodbourne air base or Renwick



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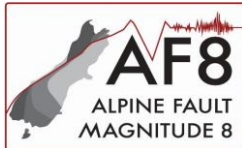
Gaps and Opportunities:

1. Objective consideration of how the district would shelter, feed and water residents and visitors for a protracted emergency response without normal services and supplies.
2. Need to review quake resilience status of key buildings in the district pre-quake.
3. Current management of response data, community assessments, etc, not up to the task.
4. Picton airport should be factored into planning.
5. Coordination of prioritisation of resources with Nelson Tasman.
6. Stock take of generators and other alternative energy in the district.
7. Confirm status local hydro dams in wider network failure – prior to an emergency.
8. Helicopter and reconnaissance plans need to be developed, socialised, and exercised.
9. Consideration of how a cashless electronic economy would be able to immediately transition to a more manual system. Example of Greymouth New World to be explored.
10. More consideration of the role of local and central government politics in risk reduction, readiness, response, and recovery.

Note:

Marlborough is the only workshop where the multi-agency EOC/ECC setting was referred to so explicitly as the narrower concept of an "IMT" – Incident Management Team. This was reflected in the lower level of interaction between the emergency response functional syndicates.

Emergency welfare services, facilities, and function titles not consistent with MCDEM guidance or practice elsewhere in the South Island.



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Appendix 1. Organisation Involved in Marlborough Planning Workshop

IMT – Emergency Services

Marlborough CDEM

NZ Fire Service

NMDHB & PHO

Police

NZDF

Department of Conservation

St John Ambulance

Marlborough Kaikoura Rural Fire Authority

MDC Building Control

Nelson/Tasman CDEM

West Coast CDEM

Otago CDEM

Science

GNS Science

University of Canterbury

University of Otago

Lifeline Utilities

Interislander

Marlborough Lines

Harbour Master

MDC Lifelines Coordinator

MDC Rivers Engineer

Marlborough Roads

NZTA

KiwiRail

Emergency Welfare

Marlborough CDEM Welfare Manager

Red Cross

Destination Marlborough

Child Youth & Family

MDC Environmental Health