



CARIBBEAN: Hurricane Irma & Maria

ETC Situation Report #5

Reporting period 11/10/17 to 31/10/17

The Emergency Telecommunications Cluster (ETC) has not been activated in response to Hurricanes Irma and Maria in the Caribbean region. World Food Programme (WFP), in its capacity as global ETC lead, is supporting the response activities coordinated by the Caribbean Disaster Emergency Management Agency (CDEMA).

Highlights

- The Emergency Telecommunications Cluster (ETC), partners Ericsson Response, Government of Luxembourg and World Food Programme (WFP) continue to support joint efforts in restoring vital Information and Communications Technology (ICT) services following the passage of two hurricanes – Irma and Maria.
- After providing Internet connectivity for 2,900 humanitarians and local populations at 18x locations in Roseau and Marigot, the ETC was phased out of Marigot as connectivity is being re-established by the local internet service providers (ISPs).
- The ETC is currently providing Internet connectivity for humanitarians and local populations at 1x location in Saint Sauveur and 2x locations in Good Hope.



Satellite balloon installed at Saint Sauveur Health Center provides Internet connectivity to Saint Sauveur and Good Hope, Dominica. *Photo: Débora Natareno/WFP*

Situation Overview

In September 2017, the Caribbean region has been hit by two powerful, category-5 hurricanes – Irma and Maria, which caused vast devastation across many islands, with Barbuda, Dominica, and Saint Martin being amongst the worst-hit areas. The ETC deployed services to Roseau and Marigot in Dominica, where the infrastructure was heavily damaged, with severe Internet service and mobile network disruptions. Currently, the local telecommunication infrastructure has been restored in both Roseau and Marigot and the ETC partners continue to join efforts with local partners to provide Internet connectivity in the towns of Saint Sauveur and Good Hope.



Response

- Since the beginning of the operation in Dominica, the ETC has provided Internet data connectivity for humanitarians and local populations at 18x locations in **Roseau** and **Marigot** (central and north-east areas), to over 2,900 humanitarian responders and affected communities.
 - Now, the ETC is phased out of **Marigot** as connectivity is being re-established by the local internet service providers (ISPs).
- In **Roseau**, the ETC is providing Internet services local Internet services provider (ISP), EPIC, until 31 December in 3x main sites— Canefield Airport, WFP port office, and the Botanic Garden Health Centre.
- The Telecommunications Ministry has joined the ETC in its efforts of providing ICT services in the south east of Dominica.
 - After discussions on effort coordination to avoid service overlap in the south east of Dominica, it was jointly decided that the ETC will provide Internet connectivity in **Saint Sauveur** and **Good Hope**, while the government will provide Internet connectivity in **La Plaine**.
- Currently, the ETC team is providing Internet connectivity access to humanitarian responders and affected communities in 1x location in **Saint Sauveur** and 2x locations in **Good Hope** covering main sites where the humanitarian response is.
 - So far, 99 users including local populations and humanitarian responders from United Nations (UN) Agencies, NGOs, and governmental entities have registered to access ETC Internet connectivity services in **Saint Sauveur** and **Good Hope**.
 - In **Good Hope**, one of the site is dedicated to the provision of Internet connectivity to the affected populations.
- ETC partners supported a technical assessment mission to **Salybia, Castle Bruce, Good Hope, Saint Sauveur, Rosalie, Riviere Cyrique, Grand Found, La Plaine, Boetica** and **Delices** to evaluate the communication and connectivity status and potential ETC services requirements.
- Ericsson Response sent a communications team to the Caribbean to document the joint efforts made in providing ETC services in response to Hurricanes Irma and Maria.
- The ETC has documented its efforts to provide connectivity to affected populations in Dominica in the aftermath of the Hurricanes. (You can view the video here: <https://www.etcluster.org/video/etc-services-communities-s4c-dominica>)
- The role of ICT Coordinator is being transferred from Gabriela Alvarado from the Regional Bureau of Panama (RBP) to Debora Natareno currently operating out of Dominica.



Planned Response

- The ETC is evaluating incoming requests to provide further common ICT services to the response community.
- ETC is planning on opening additional sites to provide affected communities with needed ICT services.

Challenges

- An unstable power supply in the country and limited alternative power sources.
- Access to main roads remains a challenge.

Meetings

The next IT Task Force meeting will be held this Thursday, **November 16**.

The next Global ETC Teleconference will be held this Thursday, **November 16**.

(Global ETC Information-Sharing teleconferences are held on regular basis, as requested by partners.)

All information related to ETC operations can be found on the ETC website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Global.ETC@wfp.org

Acronyms

CDEMA	Caribbean Disaster Emergency Management Agency
ETC	Emergency Telecommunications Cluster
FITTEST	WFP's Fast IT, Telecommunications and Coordination Support Services Team
ICT	Information and Communications Technology
ISP	Internet Service Provider
IT	Information Technology
MNO	Mobile Network Operators
NGO	Non-Government Organisation
RBP	Regional Bureau in Panama
S4C	Services for Communities
UN	United Nations
WFP	World Food Programme



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