



## **CARIBBEAN: Hurricane Irma & Maria**

### **ETC Situation Report #6**

**Reporting period 01/11/17 to 14/01/18**

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 in Dominica following the passage of two hurricanes – Irma and Maria.
- The ETC is providing Internet connectivity to 3x locations - Saint Sauveur, La Plaine, and Delices.
- The ETC has provided Internet connectivity for 837 new registered users with over 1,674 unique devices in La Plaine and Delices.



The ETC is supporting the government with the installation of a new satellite terminal in Delices, 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 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, La Plaine, and Delices.



## Response

- The Emergency Telecommunications Cluster (ETC) is focusing its support on the eastern part of Dominica where communications and logistics challenges remain.
- The ETC assisted the Government during the installation of a satellite terminal in the police station in **La Plaine**.
- After providing Internet services to over 2,900 humanitarian responders and affected communities, from the beginning on the operation until the end of October, 2017, the ETC has completely phased out of **Roseau** and **Marigot** as connectivity is being re-established by the local internet service providers (ISPs).
- The ETC installed a second satellite terminal to establish additional links and expand Internet services to operational areas in **Delices** where local connectivity has not yet been restored. The ETC also provided and installed solar panels in Delices, to overcome recurring electricity outages.
- With the support of ETC partner Télécoms Sans Frontières (TSF), a satellite terminal was installed in **Saint Sauveur's** Health Center to provide Internet connectivity services for humanitarians.
- ETC is consulting with local mobile network operators (MNOs) Digicel and Flow to provide support in re-establishing connectivity in some areas of Dominica that are still without Internet coverage.
- As of mid-January, 2x staff from Ericsson Response and 1x from WFP remain as part of the ETC Team to support **La Plaine**, **Delicies**, **Boetica** and **Saint Sauveur**.
  - Angel Buitrago, from WFP, will take over the role as ETC Coordinator in Dominica.
  - The new wave of Ericsson Response team will be arriving in Dominica on January 18. Michael Hanrahan and Sarah Finch will be part of this team.

## Planned Response

- The ETC is working closely with the Ministry of Telecommunications on the exit strategy planned for early 2018. The ETC is engaging with local mobile network operators (MNO) to gather information on their recovery plans and decommission ETC services when no longer required.
- ETC is working to provide telecommunications equipment (e.g. security telecommunications, satellite terminals) and training to the Government of Dominica.



## Challenges

- Limited telecommunications coverage on the east coast continues to hamper communications and causes gaps for humanitarian responders.
- A lack of consistent access to electricity and power in the country is making the provision of Internet connectivity challenging.

## Meetings

The next Global ETC Teleconference will be held at the end of January.

All information related to ETC operations can be found on the ETC website: [www.ETCluster.org](http://www.ETCluster.org)

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