

OPERATION OVERVIEW



TYPE OF EMERGENCY:

Hurricane

ETC ACTIVE SINCE:

September 2017

SITUATION OVERVIEW:

In September 2017, the Caribbean region was hit by two category-5 hurricanes – Irma and Maria, causing vast devastation across many islands, with Barbuda, Dominica, and Saint Martin amongst the worst-hit areas. Thousands of people were affected and the infrastructure in the areas on hurricanes' trajectory was heavily damaged, with severe Internet service and mobile network disruptions. In Dominica, local telecommunication infrastructure has been restored in Roseau and Marigot where the ETC members and local partners continue to provide Internet connectivity in the towns of St. Sauveur and Good Hope.



Map Sources: UNCS, ESRI
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. Map created in Aug 2013.

KEY DATA



NUMBER OF SITES

3



SERVICES PROVIDED

- Internet Connectivity
- Coordination
- Services for Communities (S4C)
- Assessments



NUMBER OF HUMANITARIANS AND LOCAL COMMUNITIES SERVED

2,900+



FUNDING STATUS

- The ETC is appealing for US\$1.9m, so far, US\$.5m have been received



PLANNED ACTIVITIES

- Communications assessment in Grand Bay and Scotts Head of Government
- Additional Services for Communities sites.



CHALLENGES

- Unstable power supply and limited alternate power sources
- Limited access to roads

RESPONSE

- 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).
- WFP is coordinating response efforts of humanitarian Information and Communication Technology (ICT) responders, including ETC members – Ericsson Response and Government of Luxembourg.
- Since the beginning of the operation in Dominica, the ETC has provided Internet connectivity to over 2,900 humanitarians and local populations at 18 sites within two locations - Roseau and Marigot. Now the ETC has started its phase out process from these two locations as connectivity is being re-established by the local internet service providers (ISP).
- the ETC has completely phased out services from Marigot, and in Roseau, the ETC is providing Internet connectivity in three sites: Canefield Airport, WFP port office, and the Botanic Garden Health Centre. The Internet is being provided by ETC partner, EPIC.
- Internet connectivity services have been provided by the ETC in three new sites: one in St. Sauveur and in two within Good Hope. 99 users including humanitarians and local populations have accessed these services.
- The ETC partners supported a technical assessment mission to Salybia, Castle Bruce, Good Hope, St. Sauveur, Rosalie, Riviere Cyrique, Grand Found, La Plaine, Boetica and Delices to evaluate the communication and connectivity status
- The ETC is working closely with the Telecommunications Ministry to coordinate response efforts and share the provision of services in the south east of Dominica.
- 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>)

PLANNED ACTIVITIES

- The ETC is planning on opening additional sites to provide affected populations in the South East coast with ICT services.
- The ETC is evaluating incoming requests to provide further Internet connectivity for humanitarians.

CHALLENGES:

- Logistical constraints are an issue across many islands as infrastructure was heavily affected—with many roads impassible, airports blocked.
- Funding for this operation remains a challenge.

THE GLOBAL ETC IS GRATEFUL FOR THE SUPPORT OF KEY PARTNERS, INCLUDING:

ERICSSON
RESPONSE



THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG
Ministry of Foreign and European Affairs

Directorate for Development Cooperation
and Humanitarian Affairs

UNDER THE LEADERSHIP OF



CONTACT INFORMATION www.ETCluster.org | Global.ETC@wfp.org