

## **The Bahamas, Hurricane Dorian – Natural Disaster**

### **ETS User Feedback Survey results**

**Survey period 25/09/19 to 01/10/19**

Hurricane Dorian made landfall in the Bahamas on 1 September as a deadly Category 5 storm. It stalled and spent more than 36 hours over the nation with winds of 185–220 miles per hour and a storm surge of 18–23 feet above sea level.

Abaco Islands and Grand Bahama were the most severely affected areas. Initial assessments for Abaco found widespread destruction, thousands of homes levelled, telecommunications towers down and water wells and roads damaged. UN agencies and humanitarian organizations – including the Emergency Telecommunications Sector (ETS) – supported the government-led response, under the leadership of the National Emergency Management Agency (NEMA) and in close coordination with the Caribbean Disaster Emergency Management Agency (CDEMA).

On 16 September, NEMA announced that the Hurricane Dorian response was transitioning to the recovery phase, as the majority of affected populations' acute humanitarian needs had been met. Having delivered ETS services in two common operational areas throughout the initial critical phase of the response, the ETS response in the Bahamas was phased out by 22 September as local services became available.

This user feedback survey report assesses the delivery and quality of ETS Services provided at the two common operational areas in Nassau and Abaco Islands. The results will help the ETS to better understand the needs of affected populations and humanitarians responding to future sudden onset emergencies.

### **Overview and Methodology**

The survey comprised six questions and was launched on 25 September 2019. The invitation was shared among NEMA representatives and members of the humanitarian community who took part in the Bahamas response. The survey was closed on 1 October 2019.

29 humanitarians responded to the survey. However, not all respondents completed all survey questions. Over half of respondents represented staff from International Non-Governmental Organizations (INGOs) (52%). The remaining respondents represented United Nations (UN) agencies (28%), 'Other' (17%) and local NGOs (3%). The majority of respondents (69%) were involved in the Bahamas operation for more than two weeks.

## Key Findings

### Shared ETS Services provided

The ETS requested feedback about services that were provided in the following locations:

LOCATION	DISTRICT, TOWN	SITE	ETS SERVICES
Nassau	Nassau	NEMA training centre	Coordination
			Information Management
			Internet connectivity
Abaco Island	Marsh Harbour	Port	Internet connectivity
		International airport	Internet connectivity
		Government building, EOC	Internet connectivity
		Maxwell Supermarket, EOC	Internet connectivity
		Hospital	Internet connectivity
		Abaco Beach Resort Hotel	Internet connectivity

### Frequency of ETS Services used per location

The ETS asked the humanitarian community about which services they used on the ground and where (respondents could choose multiple options):

- **85%** of those who responded used **Internet services** provided at the NEMA training centre in Nassau.
- **60%** of those who responded used **Internet services** provided in Marsh Harbour port.
- **60%** of those who responded used **Internet services** provided in Marsh Harbour international airport.
- **58%** of those who responded used **Internet services** provided at the Government building EOC in Marsh Harbour.
- **33%** of those who responded used **Internet services** provided at Maxwell Supermarket EOC.
- **50%** of those who responded used **Internet services** provided at Marsh Harbour hospital.

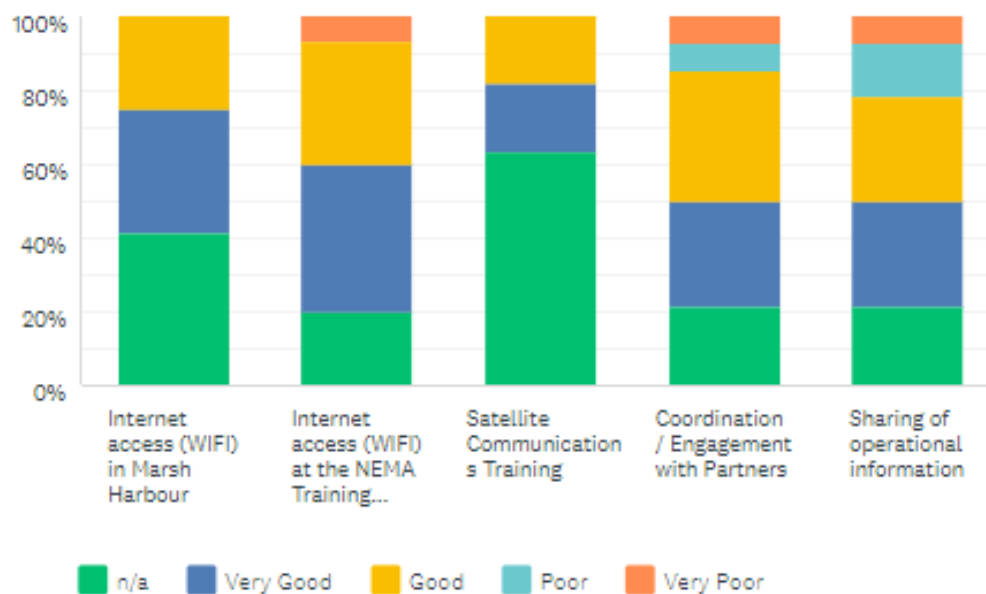
### Satisfaction with ETS Services

Respondents were asked to rate each ETS services provided in the Bahamas. The ETS User Feedback Survey resulted in an overall user satisfaction rate of **89%** for the core ETS services provided. The survey highlighted:

- **100%** satisfaction rate for **Internet** services in **Marsh Harbour**.
- **92%** satisfaction rate for **Internet** services at the **NEMA training centre** located in Nassau.
- **100%** satisfaction rate for **satellite communications** capacity building.

- **82%** satisfaction rate for **coordination** and engagement with partners.
- **73%** satisfaction rate for sharing of **operational information**.

### Rating of each ETS service by user satisfaction



### Additional feedback

The following additional comments and feedback from 18 responders included:

- The WhatsApp message thread created at the beginning of the response was the most useful source of up to date information in the first phase of the response.
- Better communication was needed on which ETS partners were providing services in which locations, particularly in the early days of the response.
- Concerns were raised over the number of partners attempting to provide competing services for the same needs, with each ETS partner bringing excess equipment in ratio to need.
- A greater focus was needed on supporting government priorities and effectively communicating how this was being carried out.
- Some responders were unable to differentiate between commitments made and promises of support in the communications that were sent out.
- It was emphasized by one respondent that communications with local communities could be improved by sharing regular status of support and availability of services.
- A few responders shared their appreciation of the work of the ETS by thanking them.



## Next Steps

The ETS will take all feedback received into consideration to improve future services provided in sudden onset emergencies. The gaps identified in this survey will be analysed and included in the lessons learnt exercise for the Bahamas response as appropriate.

This report will be shared with responders, users and partners of ETS services in the Bahamas, including the Government of the Bahamas National Emergency Management Agency (NEMA). It will also be published on the ETC website, accessible to the wider public.

**All information related to the ETS operation in the Bahamas can be found on the ETC website:**

<https://www.etcluster.org/emergency/bahamas-natural-disaster>

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