Hurricane Matthew – Haiti, Jamaica, Cuba, Bahamas, Dominican Republic

Global ETC Teleconference #7

Date: 12/10/16   Time: 13:00 UTC

Teleconference started at 13:06 UTC

Agenda

1. Update from the ETC Focal Point for Latin America and the Caribbean
2. Update from the participants

Minutes

Update from the ETC Focal Point for Latin America and the Caribbean

Haiti

- Mobile connectivity services are still working well with restoration works underway. Voice services are reliable although there is still a problem with Internet connectivity in disaster-affected areas as the overhead cables were brought down in the hurricane.
- The ETC team on the ground has held discussions with private Internet Service Providers where the ETC found out from these discussions that most links are working on microwave links. A number of towers were damaged during the hurricane so microwave links are being restored. This process may take up to three months.
- The ETC hosted a Local Information and Communications Technology (ICT) Working Group meeting on emergency coordination on 11 October. Participants included United Nations (UN) agencies and Non-Government Organisations (NGOs), including the UN Stabilization Mission in Haiti (MINUSTAH), Oxfam, Save the Children, World Food Programme (WFP) and Ericsson Response.
  - o There was a discussion about challenges and potential sites to deploy shared ICT services.
  - o A good discussion was also held with Haiti's telecoms regulator, CONATEL, who asked the ETC to register whatever Very Small Aperture Terminal (VSAT) equipment enters the country so that they may assist if necessary.
  - o The ETC and CONATEL discussed the possibility of holding an ICT management training at a later date designed to bring together government entities and ICT responders to strengthen coordination. The government, CONATEL and the Civil Protection Directorate (DPC) are working with the International Telecommunication Union (ITU) and understand the need for this sort of training.

- o A potential Communicating with Communities (CwC) project was also discussed. It was proposed to send an assessment mission to Haiti to determine what sort of project may be possible.

- There will be a total of 5x sites planned for deployment of shared ICT services in Les Cayes and Jeremie. The Government of Luxembourg may be asked to prepare one more emergency.lu satellite kit, and Ericsson Response for one or two more WIDER kits, a solution that distributes and manages Internet connectivity.
  - o 2x planned sites in Les Cayes: the Regional Emergency Operations Centre (COUD) at the MINUSTAH base. Currently, the microwave link at MINUSTAH base is down and only the VSAT is operational, however staff working there don't have access to bandwidth over this VSAT. The WFP on behalf of the ICT Working Group will try to meet with MINUSTAH today to discuss the possibility of sharing its bandwidth. The second site will be the inter-agency Logistics base that WFP will establish. The plan is to move the emergency.lu satellite kit and one Ericsson Response WIDER from Jeremie to that site and it is expected to be operational in the next couple of days.
    - ▪ As the site of the WFP inter-agency Logistics base used to be a WFP sub-office, re-establishing infrastructure and storage should be straightforward.
  - o 3x planned sites in Jeremie: the National Emergency Operations Centre (COUN) has moved location to Le Chateau. Telecoms Sans Frontieres (TSF) is installing a satellite kit there and offering three months free bandwidth. It is suggested to assist and install WIDER in Le Chateau. The third site is the inter-agency Logistics base. A mission will go to Jeremie to identify a site.
  - o Regarding the International Humanitarian Partnership (IHP) camp suggested to be deployed by UN Disaster Assessment and Coordination (UNDAC) and the UN Office for the Coordination of Humanitarian Affairs (OCHA) although no more information is available yet. Once the camp is relocated, the ETC can provide Internet connectivity linked to the TSF satellite kit or the MINUSTAH site.

Update from the participants

Ericsson Response
- Ericsson Response will prepare additional WIDER kits. In terms of staff, there is one WIDER specialist available for deployment.

Save the Children
- One Save the Children team member is travelling to Haiti in the next few days with a flyaway satellite kit.
- Following a question about road conditions between Port-au-Prince, the ETC confirmed that the main roads are open and bypass roads are open where some bridges have collapsed. The ETC offered to assist with transporting any equipment.

Emergency Telecommunications Cluster (ETC)
www.ETCluster.org

WFP

- WFP is establishing additional deployment teams. An Information Technology (IT) team is due to arrive tomorrow to support the cash-based transfer response.

UNICEF

- UN Children's Fund (UNICEF) is not planning to send additional staff as there are two staff permanently based in Haiti and one will travel to the most affected areas in the coming days.

Teleconference / Meeting ended at 13:30 UTC

Next Teleconference/ Meeting will be held on 17 October at:

08:00	Panama
09:00	New York
13:00	UTC
15:00	Rome
17:00	Dubai

Acronyms

ACF	Action Contre le Faim (Action against Hunger)
COUD	Regional Emergency Operations Centre in Haiti
COUN	National Emergency Operations Centre in Haiti
CwC	Communicating with Communities
DPC	Civil Protection Directorate
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
IT	Information Technology
MINUSTAH	UN Stabilization Mission in Haiti
OCHA	UN Office for the Coordination of Humanitarian Affairs
TSF	Telecoms Sans Frontieres
UN	United Nations
UNDAC	UN Disaster Assessment and Coordination
UNICEF	UN Children's Fund
U.S.	United States
WFP	World Food Programme
WIDER	An Ericsson Response solution that manages and distributes Internet connectivity.
WFP	World Food Programme

Attendance

Chair:	Jalal Shah (Global ETC cell)	Italy
ACF	Julien Brun	France
Americares	Jonathan Tripler	United States

Cisco TacOps	Sue-Lynn Hinson	United States
	Matt Altman	United States
CRS	Paul Tuthill	United States
emergency.lu	Gilles Hoffmann	Luxembourg
	Samantha Ries	Luxembourg
NetHope	Gabriele Almon	United States
Save the Children	Mark Hawkins	United Kingdom
	Philippe Dudley	
TSF	Alexander James Thomas	France
UNICEF	Runar Holen	Switzerland
US Dep. of State	Joseph Burton	United States
WFP	Gabriela Alvarado	Panama
	Karén Barsamian	Haiti
	Edisher Giorgadze	United Arab Emirates

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

For more information, or to be added or deleted from the mailing list, please contact:
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Minutes: Suzanne Fenton, WFP