Philippines – Typhoon Haiyan

ETC Situation Report #11

Reporting period 22/11/13

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Highlights

- The number of humanitarian workers using ETC services continues to increase. 635 users were recorded using the Internet services in Tacloban City and 70 users are registered in Roxas City.

- ETC services continue to be made available at Cebu airport, Estancia, Roxas City and Guiuan.

Achievements

TACLOBAN

- 635 users have registered to use ETC internet services. The City hall, NGO building, Save the Children office, airport and stadium (OSOCC and IHP camp) are supported with the ETC Response Solution comprising technologies emergency.lu and Ericsson Response.

- Radio communications services are operational in Tacloban City.

- The ETC team met with the Philippine Long Distance Telephone Company (PLDT) to determine timeline for restoration of internet and communications services.

- The emergency.lu Regular Deployment Kit with RANGER VSAT terminal has arrived in Tacloban that will enable more stable internet service provision.

CEBU

- The ETC team met with Cebu Military representatives who are open to having a VHF repeater installed at the airport for humanitarian use. This will extend existing VHF coverage.

- All generators are now cleared out of customs ready to be shipped where required.

ESTANCIA

- A VSAT terminal provided by NetHope partner British Telecom was installed at the Estancia Municipal Hall (Panay Island) providing data connectivity and telephony services to the humanitarian organizations.

ROXAS

- 70 users have registered to use ETC data connectivity and voice telephony services at the Capiz government business centre in Roxas City. The VSAT terminal was set up by the ETC in strong partnership with Ericsson Response and NetHope (through their partner British Telecom). Connectivity distribution and registration is supported by the Ericsson Response WIDER.

- Printing services are available to all humanitarian organizations at the Humanitarian Coordination Centre (located in the Capiz government business centre) in Roxas City.

GUIUAN

- An emergency.lu VSAT terminal is operational at the IHP base camp providing data and voice services to the humanitarian organizations operating there.

Challenges and Gaps

- Power is slowing being restored in Tacloban City. ETC infrastructure and services are still heavily reliant on generators.

Planned Activities

TACLOBAN

- The ETC will work with the Philippine Long Distance Telephone Company (PLDT) in order to install a 10MB link for the local government and ETC users at City Hall.

- The team will replace the emergency.lu Rapid Deployment Kit with the Regular Deployment Kit in the coming days to enhance stability of the internet connection. The Rapid Kit is planned to be re-deployed in another common operational area yet (to be identified).

- ETC data connectivity services are planned to be extended to the NGO tent which is about 250 metres from the Tacloban airport.

- A joint assessment (with ETC and local government representatives) will be conducted on 23/11/13 to determine deployment of an additional VHF repeater in order to extend radio communication coverage in Tacloban.

- An electrician will be joining the ETC team on 24/11/13.

CEBU

- The ETC is liaising with Government and Military representative to install a VHF repeater at Cebu airport to extend radio communications coverage.

ROXAS

- 5 KVA generator will be installed in support of the VSAT terminal setup at the Capiz government business centre in Roxas City.

GUIUAN

- The ETC team will be deploying Ericsson Response WIDER, a central globalized management solution that will manage the registration and distribution of the internet connectivity provided by the emergency.lu VSAT terminal at the IHP base camp.

- The ETC team will be assessing opportunities to extend internet connectivity services to the humanitarian community.

BORONGAN

- The ETC along with NetHope (and their partner British Telecom) are planning to deploy data connectivity services for humanitarian community use.

Meetings

Global ETC teleconference

- The next Global ETC teleconference will be held on 25/11/13 at 19:00 (Manila time). Meeting details available on the ICT Emergency Website.

Local ETC coordination meeting

Manila

- The next Local ETC coordination meeting will be held on 26/11/13 at 10:00 in Manila at the Plan International office. Meeting details available on the ICT Emergency Website.

Cebu

- The next Local ETC coordination meeting will be held on 25/11/13 at 10:00 in Cebu at the Waterfront airport hotel. Meeting details available on the ICT Emergency Website.

Contacts & Additional Information

All information related to ETC operations can be found on the ICT Emergency website:
http://ictemergency.wfp.org

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

Services available:

CITY		LOCATION	SERVICES
Manila	ETC Coordination Centre	WFP Philippines Office	• Engagement with partners (government, UN, NGO, private sector) • Coordination with other clusters on behalf of ETC partners • Guidance on importation and licensing of equipment • Coordination of regular Global ETC teleconferences and Local ETC working group meetings • Ongoing information management
Tacloban	Humanitarian Operations Centre	• Tacloban City Hall	• VHF radio communications • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
		• Tacloban Stadium (OSOCC and IHP camp)	• VHF radio communications • Internet connectivity • Voice over IP telephony services • Basic ICT helpdesk
		• Tacloban airport	• VHF radio communications • Internet connectivity • Voice services through Sat Phone • Basic ICT helpdesk
Cebu	Logistics Hub	Cebu Airport	• Internet connectivity and printing services • VHF simplex radio communications covering the logistic hub • ETC equipment secured storage • Local ETC working group meetings
		Waterfront Airport Hotel	• Internet connectivity services • VHF simple radio communications
Roxas	Humanitarian Operations Centre	Capiz Government Business Centre	• Internet connectivity • Voice over IP telephony services • Printing services
	Estancia	Estancia Municipal Hall	• Internet connectivity

			• Voice over IP telephony services
Guiuan		IHP camp	• Internet connectivity • Voice over IP telephony services
Ormoc	Humanitarian Operations Centre	TBD	• *Planned services include security communications and electrical support services*
Borongan	*Planned*		• *Planned services include voice and data connectivity, security communications, electrical support and ICT help desk services*

For more information, visit the ETC Philippines FAQS: http://ictemergency.wfp.org/web/ictepr/emergencies2013/philippines/etc-faqs

Key ETC contacts:

CITY	NAME	TITLE	Contacts
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Tacloban	Neil Murphy-Dewar	Team Leader	neil.murphy-dewar@wfp.org + 63 927 661 3884
Cebu	Ivan Thomas	Team Leader	ivan.thomas@wfp.org + 63 915 993 2040
Roxas	Rob Burrveld	Team Leader	Rob.buurveld@wfp.org + 63 927 6613885

Staff in the Operation

The list below shows the key people involved in providing and supporting inter-agency ICT services in Philippines.

CITY	No. STAFF	SKILLS AVAILABLE	CONTRIBUTING PARTNERS
Manila	5	• Coordination • Information management	• World Food Programme (WFP) (FITTEST) • World Vision International • Ericsson Response
Tacloban	4	• Data networking • Telecoms • Electrical	• emergency.lu • Ericsson Response • World Food Programme (WFP) (FITTEST)
Cebu	1	• Data networking • Telecoms	• World Food Programme (WFP) (FITTEST)
Roxas	3	• Data networking • Telecoms • Information management	• NetHope partner British Telecom • Ericsson Response • World Food Programme (WFP) (FITTEST)