

The Bahamas, Hurricane Dorian

Global ETS Teleconference

Date: 03/09/19

TIME: 16:00 UTC

Attendance

Chair	Jalal Shah	(Global ETC), Italy
CISCO TacOps	Matt Wood	USA
	Sue Lynn Hinson	USA
Emergency.lu	Bram Krieps	Luxembourg
	Gilles Hoffman	Luxembourg
	Luc Hastir	Luxembourg
	Tom de Waha	Barbados
Ericsson Response	Lars Ruediger	Germany
Facebook	Chris Weasler	USA
GSMA	Dulip Tillekeratne	UK
Hispasat	Pedro Molinero	Spain
IntelSat	Colleen Parent	USA
ITU	Marizta Delgado	Geneva
NetHope	Brent Carbno	Canada
	Dagbjartur Brynjarsson	Iceland
	Ingolfur Haraldsson	Barbados
	Rami Shakra	Spain
TSF	Armando Samayoa Cervantes	Mexico
UNICEF	Antonio Gomes	USA
	Ike Uzoegwu	USA
US Department of State	Joe Burton	USA
WFP	Angel Buitrago	Bahamas
	Caroline Teyssier	Barbados
	Emma Gilson	Italy
	Maguette Wade	Italy
	Omar Namaoui	Italy
	Phyza Jameel	Italy
	Ria Sen	Italy
	Gabriela Alvarado	Italy
	Patricia Facultad	Italy
	Haidar Baqir	Thailand
	Elizabeth Millership	UAE

Teleconference started at 16:06 UTC

Agenda

1. **Situation overview**
2. **WFP updates**
3. **Emergency Telecommunications Sector (ETS) response**
4. **ETS partner updates**
5. **AOB**

Minutes

1. SITUATION OVERVIEW

- Category 5 Hurricane Dorian made landfall over northwest Bahamas on 1 September as the strongest hurricane in the Bahamas' history, causing extreme flooding as well as power and connectivity outages in the two most affected areas of Abaco Island and Grand Bahama Island.
- Initial projections on exposed populations suggest there may be some 3,600 families in need of shelter in Abaco and 11,431 families in need of shelter in Grand Bahama.
- Initial reports indicate that services from the two mobile network providers (MNOs) in Bahamas (BTC and Alive) have suffered major interruptions in Abaco Island and Grand Bahama. Mobile telephone services (GSM) are down in both locations.
- Following the hurricane, there has also been a complete blackout in telecommunications and electricity in Abaco Islands and Grand Bahama.
- There is no major damage throughout the rest of the Bahamas other than higher than usual network congestion. MNOs are working to strengthen services to accommodate the increase in use.
- Humanitarian responders already on the ground include: Caribbean Disaster Emergency Management Agency (CDEMA), Caribbean Public Health Agency (CARPHA), Global Affairs Canada (GAC), Pan American Health Organization (PAHO), Port Managers Association of the Caribbean (PMAC), International Federation of Red Cross and Red Crescent Societies (IFRC), Office for the Coordination of Humanitarian Affairs (OCHA), the United Nations World Food Programme (WFP), Map Action, Pacific Disaster Centre (PDC), UK Department for International Development (DFID) and the US Coast Guard. Télécoms Sans Frontières (TSF), NetHope and Ericsson Response will arrive on the ground shortly.

2. WFP UPDATES

- WFP IT Emergency Preparedness Officer Angel Buitrago is on the ground in the Emergency Operations Centre (EOC) in Nassau, ready for deployment to Grand Bahama as part of the CDEMA Rapid Needs Assessment Teams (RNAT). The RNATs consist of 18 people from CDEMA participating states, CARPHA, GAC, PAHO, PMAC, the private sector, OCHA and WFP. The two teams will begin a three-day assessment to Abaco Island and Grand Bahama on 4 September to identify gaps in humanitarian needs once Government clearance has been granted. WFP's IT Officer will identify critical communications gaps in the most affected areas and gather information on affected communities' needs.

3. EMERGENCY TELECOMMUNICATIONS SECTOR (ETS) RESPONSE

- The ETS has not yet been activated, pending the results of the rapid assessment. The ETS is currently providing a support role to CDEMA and the Government of the Bahamas.
- The Crisis Connectivity Charter is planned to be activated on 4 September to ensure satellite equipment prepositioned in Panama is readily available to support initial response efforts.
- A number of ETS partners are currently in Barbados conducting an emergency telecommunications training exercise for CDEMA and its network of Sub-Regional ICT focal points. Some of these partners will most likely be deployed to assist response efforts.

4. ETS PARTNER UPDATES

Télécoms Sans Frontières (TSF)

- ETS partner TSF have mobilized two personnel teams in addition to satellite connectivity equipment to the Bahamas to help provide communications services, arriving on the ground on 4 September.

NetHope

- ETS partners NetHope have mobilized personnel and satellite connectivity equipment to the Bahamas to help provide communications services. One NetHope staff member will arrive into Nassau on 4 September. Some of the connectivity equipment used in the CDEMA capacity building session being held in Barbados might be sent to the Bahamas as required.

Government of Luxembourg

- ETS partner emergency.lu is ready to deploy personnel and connectivity equipment to the Bahamas to help provide communications services. Emergency.lu may redeploy connectivity equipment prepositioned for CDEMA's usage and currently being used for the CDEMA capacity building session held in Barbados.

ITU

- ETS partners ITU have a field office based in Barbados and offered to help other partners with staff capacity and customs clearances.

AOB

Contacts

National Emergency Management Agency (NEMA) EOC

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TELCO focal points

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Alive - Julian Dean +1(242) 816-7583

Teleconference / Meeting ended at 16:50 UTC

Next Global ETS Teleconference on the Bahamas will be scheduled after the initial assessments have been carried out.

Acronyms

CARPHA	Caribbean Public Health Agency
CDEMA	Caribbean Disaster Emergency Management Agency
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
GAC	Global Affairs Canada
ICT	Information and Communication Technology
ISP	Internet Service Providers
IT	Information Technology
MNO	Mobile Network Operator
NGO	Non-Governmental Organisation
OCHA	Office for the Coordination of Humanitarian Affairs
PMAC	Port Managers Association of the Caribbean
RNAT	Rapid Needs Assessment Team
S4C	Services for Communities
TSF	Télécoms Sans Frontières



UN	United Nations
UNICEF	UN International Children's Emergency Fund
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

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:
Global.ETC@wfp.org

Minutes: Elizabeth Millership, WFP