

The Bahamas, Hurricane Dorian

Global ETS Teleconference

Date: 17/09/19 TIME: 1400 UTC

Attendance

Chair	Jalal Shah	(Global ETC), Italy
CISCO TacOps	Dustin Li	USA
CRS	Dan Carr	USA
Emergency.lu	Philippe Hein	Bahamas
Ericsson Response	Lars Ruediger	Germany
Facebook	Chris Weasler	USA
InterNews	Stijn Aelbers	UK
ITU	Marizta Delgado	Switzerland
MSB	John Isaksson	Sweden
NetHope	Rami Shakra	Bahamas
	Dagbjartur Brynjarsson	Bahamas
	Chris Fearon	Bahamas
WFP	Caroline Teyssier	Bahamas
	Maguette Wade	Italy
	Omar Namaoui	Italy
	Gabriela Alvarado	Italy
	Emma Gilson	Italy
	Carlotta Negri	Italy
	Elizabeth Millership	UAE

Teleconference started at 14:04 UTC

Agenda

- 1. Situation overview**
- 2. Emergency Telecommunications Sector (ETS) update**
- 3. ETS partner updates**
- 4. AOB**

Minutes

1. Emergency Telecommunications Sector (ETS) Update

- Caroline Teyssier continues to coordinate the emergency telecommunications response from Nassau as ETS Coordinator and the WFP IT EPR Officer, Angel Buitrago, is coordinating from Marsh Harbour. The ETS is supporting the government response under its National Emergency Management Agency (NEMA). WFP is the appointed international co-lead to coordinate with humanitarian organizations operating in Emergency Support Function (ESF) 2 on Communications which is led by the Police Force of the Bahamas with the support of the two Mobile Network Operators (MNOs), BTC and Aliv. ESF 2 is one of 14 ESFs under the leadership of NEMA.
- The main priority of the government of the Bahamas is to finalize the full recovery of Mobile Network Operators (MNOs) BTC and Aliv.
- ETS and partners have primarily supported with connectivity services in Abaco, the worst affected area. Local ETS partners on the ground in Abaco continue to provide shared connectivity services for responders and the affected population in five priority locations in Marsh Harbour:
 - Marsh Harbour port;
 - Marsh Harbour international airport;
 - Emergency Operations Centre (EOC) at the Government building;
 - Maxwell Supermarket, used as the military EOC;
 - Marsh Harbour hospital.
- Coopers Town Clinic in northern Abaco was supported with satellite connectivity set up by Vodafone Foundation for approximately 40 people until the GSM network was restored on 15 September. NetHope has proposed to support with extra capacity as needed.
- emergency.lu and NetHope went to Freeport on Grand Bahama to assess communications needs at and in support of the EOC. emergency.lu deployed a portable satellite terminal on 15 September to the High Rock Field Clinic on the east side of the island being run by the International Medical Corps (IMC). They will continue to provide the service until the GSM network is back up.
- Aliv has announced that 100 percent of its services have been restored in Abaco and 80 percent in Grand Bahama. BTC has also made progress and has reported 41 percent of services recovered in Grand Bahama and 18 percent in Abaco. Both operators established a roaming system in both islands to ensure users can utilize either network until recovered.
- NEMA is planning to deploy additional staff in Abaco and Grand Bahama to support the EOCs and to oversee the recovery phase of the response. The Humanitarian Coordination Centre established at the NEMA Training Centre in Nassau remains a forum through which NEMA continues to engage closely with the response community.
- The ETS does not foresee the need to continue providing services beyond the end of the week as MNOs have rapidly restored their networks. The WFP IT Emergency Preparedness Officer is engaging with NEMA

to begin implementation of its transitional plan. The established equipment on the ground will be decommissioned and donated as required.

- Some partners are planning to continue supporting the Bahamas with ICT services and equipment to NGOs for another 2–3 months as part of the recovery phase of the response.

2. ETS PARTNER UPDATES

NetHope

- NetHope is currently providing connectivity at 14 sites in addition to providing equipment in one site connected by emergency.lu. NetHope continues to work closely with their partner Information Technology Disaster Resource Centre (ITDRC) in Nassau and Grand Bahama to provide connectivity services and conduct assessments as required.
- On 17 September, NetHope is deploying additional staff to Abaco. They are also expecting more equipment to arrive in Abaco soon to support NGO partners activities.
- NetHope's Director of Field Operations has arrived on the ground in Nassau to provide support for the response.

Government of Luxembourg

- emergency.lu is working closely with MNO Aliv in Grand Bahama. They deployed a satellite terminal in High Rock Field Clinic on the east side of the island which will be dismantled once MNOs report that their 4G networks are back up and running in the area.

Contacts

Bahamas.ETS@wfp.org

Caroline Teyssier, ETS Coordinator for Bahamas

caroline.teyssier@wfp.org

Angel Buitrago, WFP IT Preparedness Officer

angel.buitrago@wfp.org

Teleconference / Meeting ended at 14:31 UTC

Next Global ETS Teleconference on the Bahamas will be scheduled on 20 September at 1700 Dubai time.

Acronyms

CDEMA	Caribbean Disaster Emergency Management Agency
EOC	Emergency Operations Centre
ESF	Emergency Support Functions
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
ICT	Information and Communication Technology
IMC	International Medical Corps
IT	Information Technology
ITDRC	Information Technology Disaster Resource Centre
MNO	Mobile Network Operator
NEMA	National Emergency Management Agency
NGO	Non-Governmental Organisation
UN	United Nations
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

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

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

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

Bahamas.ETS@wfp.org

Minutes: Elizabeth Millership, WFP