

## **The Bahamas – Hurricane Dorian**

### **FINAL ETS Situation Report #4**

#### **Reporting period 16/09/19 to 27/09/19**

The ETS is not activated in the Bahamas.

### **Highlights**

- The ETS operation in the Bahamas phased out as of 22 September as local services became available.
- Local ETS partners provided connectivity in five priority locations on Abaco island: Marsh Harbour port, Marsh Harbour international airport, the Emergency Operations Centre (EOC) at a Government building, Maxwell Supermarket and Marsh Harbour hospital throughout the response.
- As the national response moved to the recovery phase, WFP engaged with the government of the Bahamas to implement the ETS transition plan, hand over services to the National Emergency Management Agency (NEMA) and phase out ETS activities.



ETS partner Ericsson Response installs connectivity equipment in Marsh Harbour Port, Abaco Island, one of five priority sites for humanitarian responders.

*Photo credit: WFP/Elio Rujano*

### **Situation Overview**

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. As of 20 September, the official death toll in the Bahamas is 53 and more than 1,300 people remain missing.

On 16 September, the government's National Emergency Management Agency (NEMA) announced that the Hurricane Dorian response has transitioned to the recovery phase, as the majority of affected populations' acute humanitarian needs are being met.

## ETS Response

- The ETS response in the Bahamas was phased out by 22 September and as a result, the ETS Coordinator, the IT Emergency Coordinator and two ICT specialists from Ericsson Response departed the Bahamas.
- From 7–22 September, the ETS supported the government response under its National Emergency Management Agency (NEMA). WFP was the appointed international co-lead to coordinate with humanitarian organizations operating in Emergency Support Function (ESF) 2 on Communications, led by the Police Force of the Bahamas with support from the two Mobile Network Operators (MNOs), BTC and Aliv.
- The main priority of the government of the Bahamas remains to finalize the full recovery of BTC and Aliv. Both MNOs have made rapid progress on fully restoring their services. Both operators continue to run a roaming system in Abaco and Grand Bahama to ensure users can utilize either network until fully recovered.
- As the national response moved to the recovery phase, WFP engaged with the government of the Bahamas to implement the ETS transition plan, hand over services to NEMA and phase out the ETS activities. Two technical staff from the Royal Bahamas Defence Force were trained on satellite solutions as well as the wireless network and control access equipment installed by the ETS team in Marsh Harbour, which will remain in place throughout the ongoing hurricane season. The training session equipped them with the skills to maintain and troubleshoot as well as dismantle and reinstall the equipment in order to support the services and for future response as needed.
  - Connectivity equipment installed on the ground was donated to the government response, including two Eutelsat satellite terminals, Ericsson Response wireless equipment and equipment from NetHope partner CISCO TacOps.
- During the response, the ETS aimed to address critical communications gaps by providing the following services:
  - **Coordination:** ETS coordinated ICT activities within the response community in support of and under the leadership of the government and NEMA, particularly Emergency Support Function (ESF) #2 in Communications. ETS Coordination was held from Nassau with later support by team members in Abaco.
  - **Information Management:** ETS consolidated and shared operational information, with the aim of enhancing operational decision making. This included maintaining information sharing platforms used by NEMA and the ETS and the provision and maintenance of contact lists, 3Ws, maps and regular SitReps.
  - **Internet connectivity:** ETS provided reliable shared internet services to the humanitarian community and affected populations in Marsh Harbour, Abaco and at the NEMA training centre in Nassau, New Providence (see the Shared ICT Services table below).
- The user satisfaction survey was launched on 25 September to collect feedback and improve future response. The survey closes on 2 October and results will be circulated to NEMA and partners.



## Information

- All the information related to the ETS response in the Bahamas can be found on the dedicated emergency page on the ETS website: <https://www.etcluster.org/emergency/bahamas-natural-disaster>

## Key ETC Contacts

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## Acronyms

CDEMA	Caribbean Disaster Emergency Management Agency
EOC	Emergency Operations Centre
ESF	Emergency Support Function
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
ICT	Information and Communications Technology
MNO	Mobile Network Operator
NEMA	National Emergency Management Agency
NGO	Non Governmental Organization
OCHA	Office for the Coordination of Humanitarian Affairs
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

All information related to ETC operations can be found on the ETC website: [www.ETCluster.org](http://www.ETCluster.org)

For more information, or to be added or deleted from the mailing list, please contact: [Bahamas.ETS@wfp.org](mailto:Bahamas.ETS@wfp.org)

## Shared ICT Services

DISTRICT, TOWN	LOCATION	SITE	SERVICE PROVIDER	SERVICES	STATUS	SERVICE USERS
Nassau	Nassau	Training centre	WFP (UN lead), NetHope (NGO Coordination)	Coordination	Provided	Humanitarian community
		Training centre	WFP	Information Management	Provided	Humanitarian community
		Training centre	NetHope	Internet connectivity	Provided	Humanitarian community
Abaco Island	Marsh Harbour	Port	Ericsson Response, Eutelsat, NetHope, WFP	Internet connectivity	Provided	Humanitarian community
		International airport	Ericsson Response, Eutelsat, NetHope, WFP	Internet connectivity	Provided	Humanitarian community
		Government building, EOC	Ericsson Response, Eutelsat, NetHope, TSF, WFP	Internet connectivity	Provided	Humanitarian community
		Maxwell Supermarket, EOC	Inmarsat, TSF	Internet connectivity	Provided	Humanitarian community
		Hospital	Vodafone Foundation	Internet connectivity	Provided	Humanitarian community & affected population
		Abaco Beach Resort Hotel	Ericsson Response, Eutelsat, NetHope, TSF, WFP	Internet connectivity	Provided	Humanitarian community
	Treasure Cay	Clinic	Ericsson Response, NetHope, WFP	Assessment	Completed	Humanitarian community & affected population
	Little Abaco	Fox Town	TSF	Assessment	Completed	Humanitarian community & affected population
	Coopers Town	Clinic	Vodafone Foundation, TSF	Internet connectivity	Discontinued	Humanitarian community & affected population