

## Sorland – Hurricane Windblown

### ETC Situation Report #01

Reporting period 24/09/16 to 28/09/16

ETC Sorland Sitreps are distributed every four days. The next report will be issued on or around 03/10/16.

### Highlights

- A Category 3 Hurricane Windblown made landfall in the southern coast of Sorland on 24 September.
- The Emergency Telecommunications Cluster (ETC) was activated on 26 September to respond to this natural disaster. A team of 10x data and telecommunications specialists was deployed in Farlund on 26 September.
- The ETC deployed Internet and security telecommunications services at the base camp in Farlund. These services are available to the response community operating in that area.
- The ETC is supporting the Local Emergency Management Authority (LEMA) in the assessment of the affected areas of Feda and Eigersund.



The ETC team deploying Internet services at the base camp in Farlund.

*Photo credits: ETC/Sorland*

### Situation Overview

The unusually heavy rainfall in the first three weeks on September combined with the hurricane Windblown which made landfall on 24 September at 00:00 local time has caused a humanitarian crisis in the southern regions of Sorland. The Southern coastal areas are the most affected, particularly Farsund and Lyngdal. The Hurricane Windblown has left more than 1.5 million people in need.

As a result of the floods and the devastating effects of the hurricane, hundreds of thousands of people have been displaced. In addition, the number of cases of malaria, an endemic disease in the country, have been raising due to the standing flood water. The government has requested international assistance to respond to this unexpected natural disaster.

LEMA in Sorland reported that communications are down in most affected areas. Following the request from the Sorland Humanitarian Country Team to activate the ETC along with other six clusters, a 10-people ETC response team was deployed. This team comprises staff from ETC members Ericsson Response, Swedish Civil Contingencies Agency (MSB) and the Government of Luxembourg, and Fast IT and Telecommunications



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Emergency and Support Team (FITTEST) members, as the emergency response capacity of global lead, World Food Programme (WFP).

## Response

- The ETC established shared data connectivity services at the base camp in Farlund, identified as the first common operational area by the Humanitarian Country Team. Given the growing connectivity needs in that site, the ETC is exploring several options to increase the bandwidth.
- A Very High Frequency (VHF) repeater has been installed by the ETC at the base camp in Farlund to provide the humanitarians operating in that area with reliable security telecommunications services. The ETC is attending the increasing number of requests for radio programming from the United Nations and NGO communities.
- The ETC has loaned VHF handheld radios to support the United Nations Disaster Assessment and Coordination (UNDAC) activities in Sorland.
- The ETC is collaborating closely with the Local Emergency Management Authority (LEMA) by participating in the Communicating with Communities (CwC) assessments of the affected areas of Feda and Eigersund. The ETC has engaged with its partner Drones Without Wings (DWW) to deploy Unmanned Aerial Vehicles (UAV) technology to complement the satellite images obtained by satellite from these two locations.
  - Authorisation from the local authorities was granted to deploy this technology in Sorland.
  - DWW carried out an aerial assessment on 28 September over Feda and Eigersund to provide information on the status of bridges, airport and main affected areas.
- The ETC has deployed an IHP customer support module at the base camp in Farlund to provide customer support services. Humanitarians in need of technical support for handheld ICT equipment or general guidance can visit this helpdesk which is being manned by two ETC team members from MSB. The IHP module is equipped with printing facilities and charging stations for the use of the response community.

## Planned Response

- The Humanitarian Country Team is evaluating areas where a second common operational areas will be established. Once identified, the ETC will provide essential voice and data connectivity services, security telecommunication services as well as coordination support to the response community.
- The ETC will support the Office for the Coordination of Humanitarian Affairs (OCHA) with aerial assessments carried out by with UAV for mapping, infrastructure inspections and monitoring purposes among others.
- CwC activities led by the UN High Commissioner for Refugees (UNHCR) and UN Children's Fund (UNICEF) will be supported by the ETC Reporter Tool; allowing two-way communication between responders and affected communities.
- The ETC plans to provide vehicle and staff tracking services through the FITTEST Location services solution.



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- The ETC will assist LEMA to carry out security telecommunications assessments on the affected areas to identify gaps and needs.

## Challenges

- Data services are unstable at the base camp in Farlund which difficult the deployment of the WIDER solution, an Ericsson Response tool that manages and distributes Internet connectivity.
- Access to most of the affected areas is hampering the ETC response in Sorland. The ETC is working closely with the local government to ensure a coordinated and efficient response.

## Funding

- To continue providing live-saving communications services in two common operational areas in Sorland, the ETC requires US\$1.5 million. The ETC proposal and budget were submitted to UNDAC for the Central Emergency Response Fund (CERF) appeal consolidation.

## Meetings

- Local ETC meetings are held every Wednesday. The next meeting will be held on **05/10/16**.
- Local Inter-Cluster Coordination Meetings are held every day at 11:30 local time.
- The ETC is attending Assessments Coordination Meetings every day at 9:00 local time.
- Global ETC teleconferences are held every other day. The next teleconference will be held on **29/09/16**.



## Status Matrix

CITY	STATE	LOCATION	ETC PARTNERS	SERVICES
Farlund	Farlund	Base Camp	<ul style="list-style-type: none"><li>• emergency.lu</li><li>• Ericsson Response</li><li>• Drones Without Wings</li></ul>	<ul style="list-style-type: none"><li>• Internet connectivity</li><li>• Radio communications</li><li>• Coordination Hub</li><li>• ICT HelpDesk</li><li>• Information Management</li><li>• Assessment Mission</li><li>• Radio Programming</li></ul>

## Key ETC Contacts

### Sorland.ETC@wfp.org

LOCATION	NAME	TITLE	EMAIL
Farlund	Angel Buitrago	ETC Coordinator	<a href="mailto:angel.buitrago@wfp.org">angel.buitrago@wfp.org</a>
Dubai	Erika Iglesias	ETC Information Management Officer	<a href="mailto:erika.iglesias@wfp.org">erika.iglesias@wfp.org</a>

## Acronyms

CERF	Central Emergency Response Fund
CwC	Communicating with Communities
DWW	Drones Without Wings
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
ICT	Information and Communications Technology
LEMA	Local Emergency Management Authority
MSB	Swedish Civil Contingencies Agency
OCHA	Office for the Coordination of Humanitarian Affairs
NGO	Non-Governmental Organisation
UAV	Unmanned Aerial Vehicle
UN	United Nations
UNDAC	United Nations Disaster Assessment and Coordination
UNICEF	UN Children's Fund
UNHCR	United Nations High Commissioner for Refugees
VHF	Very High Frequency
WFP	UN World Food Programme

All information related to ETC operations in Sorland can be found on the ETC website:

<https://www.etcluster.org/emergencies/sorland-hurricane-windblown>

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