

# Exercise Marconi '07

Friday 8 June 2007

## Presentation of findings by:

Lisa Roberts  
Lifeline Utility Coordinator  
AELG Project Manager



## Exercise Marconi '07

### Aim and Objectives

#### AIM

- Communications and information transfer between Lifeline Utilities and the Auckland CDEM Group EOC; and
- Processing within the Group EOC

**during the response phase of a regional-scale emergency event**

#### OBJECTIVES

- Review Lifeline Utility Co-ordination (LUC) processes in the Group EOC through escalating levels of emergency (culminating in a Group Declaration)
- Assess the Lifeline Utility interface with the Group EOC



## Exercise Marconi '07

### Scenario

- Tropical cyclone causing significant damage and flooding
- Associated impacts include transport disruption, a widespread and potentially prolonged power outage with uncertain times for service restoration and fuel supply disruption



## Exercise Marconi '07

### Arrangements & Participants

- 'Warm' start at 8am for 12pm end, Friday 8 June
- CDEM Group EOC Managers – P&I, Ops, Media, Controller
- Lifeline Utility Co-ordinators (one primary, one in support, two observing, water sector representative).
- 24 Lifeline Utility organisations across all sectors
- TA EOCs at Auckland, North Shore, Waitakere and Manukau cities
- Media coordination through CDEM Group Public Information Management
- Focus is the *Auckland CDEM Group Lifeline Utility Response & Recovery Protocols*



## Exercise Marconi '07

### How the exercise rolled out...

- Severe weather warning Thursday midday. Some utilities started to mobilise resources.
- Friday 7AM: Newstalk bulletin with overview of scenario effects and update on weather warnings.
- 7.30AM Friday: GEOC Sitrep sent by Exercise Organisers with further detail on above.
- 7.50AM: LUC advises GEOC activation and emails utilities asking for confirmation of email receipt, and requesting utility reports by 9AM.
- 8-9.30AM: Email confirmations recorded and followup on non-replies. Most utility reports received and being recorded on whiteboards and maps by support staff.



### Utility report format

1. An overview of the **scale and extent of event impact** on the networks (including whether operating as business-as-usual or crisis management teams activated).
2. **Major disruptions** experienced including location and number of customers affected in each location and estimated restoration times. Also note, where known, any critical community or utility sites affected by the service disruption.
3. **Priority** areas of **response** actions being taken (including status of CDEM requests for prioritisation of services).
4. **Public information** and precautions to be promulgated and current actions being taken by utility to distribute information.
5. **Requests** for support or specific information.
6. Any other **critical pending issues**.



## Exercise Marconi '07

### How the exercise rolled out...

- 8-9.30AM: Support staff following up utilities with clarifications. Requests for support passed to other GEOC staff as appropriate.
- 9.30AM: Controllers briefing – utility 'highlights' presented. Declaration made.
- 10AM: Declaration advised to utilities. Electricity disruption information circulated. Requested update report from utilities by 11.15AM.
- 10.45: GEOC Sitrep and lifeline utility reports circulated (important notifications had been immediately forwarded on receipt. Asked for emergency comms test at 11.15. Asked organisations to work to pre-agreed priorities. Confirmed 11.15 reports due including report on fuel demands.



## Exercise Marconi '07

### How the exercise rolled out...

- 11.00: Group Controllers briefing. Commented on timing issue of reporting and briefings.
- 11.15-12.00: Most utility reports received and being recorded on whiteboards and maps by support staff. Sector roles appointed. Requests for support passed to other GEOC staff as appropriate.
- 11.15: No radio or satellite phone calls received!
- 9.30 and 11.30? Teleconference call.
- 12.00: Collated utility report circulated.



## General observations from the evaluator

- The exercise was well planned and managed
- The key documents (Priority Infrastructure Sites and Routes/Lifeline Utility Response and Recovery Protocols) were very useful
- Methods of communicating are well understood but there are gaps that need to be reviewed
- Decision-making by the Lifeline Utility Coordination Coordinator (LUCC) and Utilities was clear, with a strategic focus and generally well thought through.

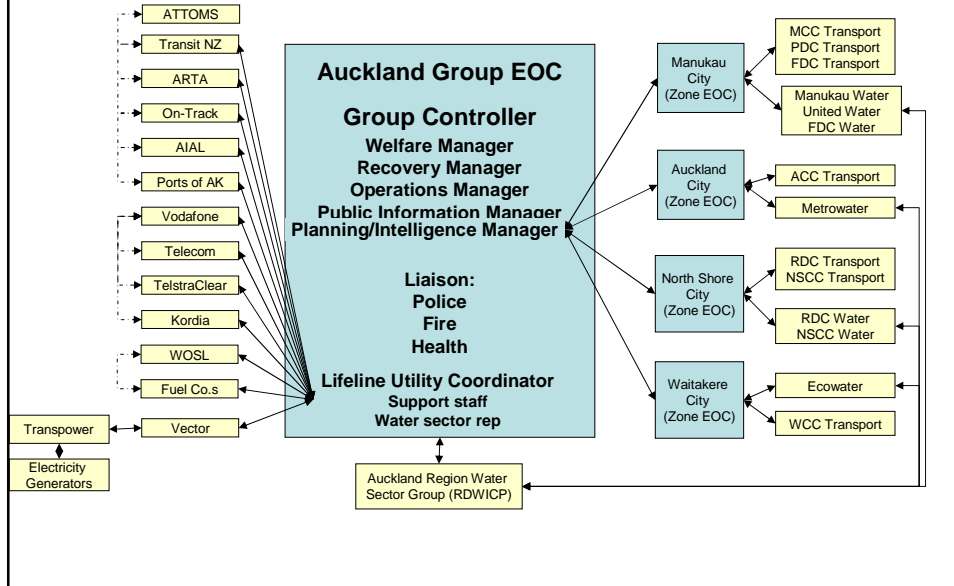


## Key recommendations from the evaluator

- The need for ongoing development of the sector through workshops and exercises
- Improvements to communication methodology and systems
- Improved tracking and monitoring of data including support for an integrated electronic information management system
- Review the manner in which Lifeline Utilities are coordinated in terms of sector representatives within the LUC team
- Review of aspects of the Priority Infrastructure Sites and Routes/Lifeline Utility Response and Recovery Protocols
- Suggestions relating to the set up of the new GEOC to facilitate the operation of the LUC Team with the Planning and Intelligence Team



## How well did the communication lines and sector groupings work?



## How will regional and national coordination occur?

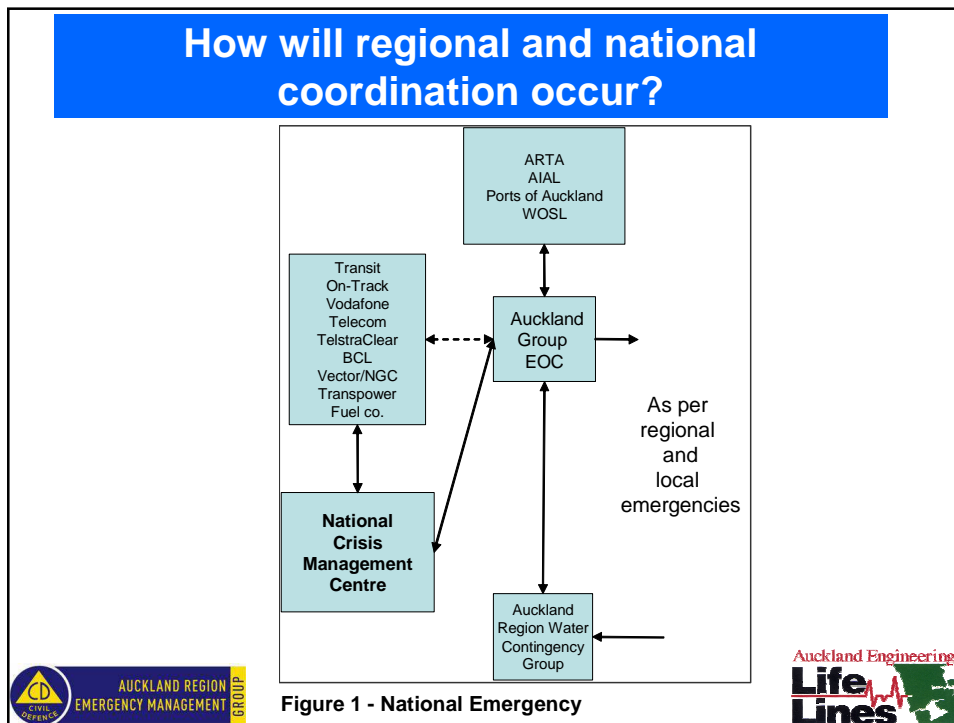


Figure 1 - National Emergency

## Personal learnings

- Will depend on the speed and size of the event, but....
- Cannot have one person reporting to Controllers briefings and managing emails and written reports
- Need better system for tracking actions and letting people know that action has been taken
- Fitting in to the GEOC team

## Lots of little things can be done...

- Sitrep formats – highlighting changes, discussing level of detail and format with utilities
- Ongoing training in LUC processes
- Better email tracking?
- More discussion amongst GEOC team to work together efficiently
- Improved presentation of priority sites/routes and better information in reports on utility networks.
- Guidelines for lifeline coordinator?
- Clarity on purpose of priority safe routes.
- *Providing clear information to utilities on where/ when / to whom to report (July flood learning)*

## And a few bigger things recommended

- **Emergency communications systems**
- **Media management**
- **Regional and national utility coordination**
- **LUC resourcing**
- **Information management system**
- **Priority safe routes 'policing'?**

