

10 April 2018 Storm Group Recovery Action Plan

18 May 2018

Contents

1.0	Introduction	1
1.1	Purpose	1
1.2	Recovery Goals	1
1.3	Development of this Plan	1
2.0	The Events and its Impacts	2
2.1	The 10 April 2018 Storm	2
2.2	The Impacts	2
3.0	April 10 Storm 2018 Group Recovery Activities	4
4.0	Exit Strategy	7
5.0	Governance	8
5.1	Overview	8
5.2	Key Personnel and Dates	9

1.0 INTRODUCTION

1.1 Purpose

The 10 April 2018 Storm Group Recovery Action Plan (the Plan) sets out the goals for recovery from the impacts of the April Storm and provides for their achievement through the activities outlined in the Plan.

1.2 Recovery goals

In practical terms, the scope and scale of a recovery is defined by the nature of the event and its impact. Ensuring recovery actions are directly proportionate to the recovery need, helps focus activities on addressing identified issues.

The formal establishment of a Recovery Office was not required given the nature of the 10 April 2018 Storm and the duration of its impacts.

Just as the response targeted community welfare needs, the recovery goals seek to reduce immediate, and potential future, community need. The first goal focuses on the immediate aftermath of the April Storm and the second focuses on working with communities to enhance readiness:

- **Restore communities through continued clean-up activities**

The focus under this goal is on removing, so far as it is possible, the physical remnants of the 10 April 2018 Storm and its aftermath within reserves and public spaces.

- **'Future proofing' to enhance resilience to prolonged power outages in vulnerable and remote communities**

The focus under this goal is on reducing potential future community need by piloting work with vulnerable, remote coastal and rural communities to build capability, tools and mechanisms that enhance resilience. Other elements include investigating opportunities to further leverage social media channels to disseminate information; and advocacy to mitigate the impact of treefall, improve infrastructure planning and redundancy, and close significant gaps regarding data transfer about street-level connections to emergency management agencies.

1.3 Development of this Plan

This Plan is based, in part, on the Situation Reports created during the response to the 10 April 2018 storm event, comments made by residents during interaction with Auckland Council staff and responding agency volunteers during deliveries of aid, the door-knocking campaigns as part of Operation Connect, and by direct contact through the Welfare Desk. Information from partners and key stakeholders in the intervening period also informed development of the Plan.

This Plan is in effect, subject to the formal approval by the CDEM Group Committee at its meeting on 30 May 2018.

10 April 2018 Storm Group Recovery Action Plan

Environment	Impacts	Description	Immediate Action Required
Built Natural Economic	Transport disruption	Power outages disrupted the transport network through: <ul style="list-style-type: none"> a small number of road closures loss of some public transport services for a short period of time and delays loss of traffic, signals and electronic signage. 	No No No
	Communications	Some disruption through sustained loss of power at cell phone towers and radio repeater stations before generators were installed at key sites	No
	Water & Fire services	Loss of power to a small number of Fire stations and water pumping stations before generators were installed at key sites	No
	Tree fall	Significant numbers of fallen trees/downed limbs and foliage caused power outages and impeded both private and public access and roading	Removal or mulch and use of storm debris
	Business Associations (BIDs) and small businesses	The Blockhouse Bay and Onehunga Business Associations reported power outages affecting member business	No
	Claims for damage	Auckland Council (Risk & Claims Management) has advised of claims in respect of Council assets and public liability claims in respect of damage from fallen trees.	Ongoing insurance processes

The impacts of the power outage on residents varied depending on their circumstances and the duration of the outage. Their experience was influenced by the:

- availability of alternate energy sources and facilities for cooking, hot water, heating and operating essential appliances or equipment
- nature of the water supply – reticulated supply, water tank utilising gravity or water tank requiring an electric pump
- type of sewage system – passive septic systems or systems requiring electricity for processing or connections to reticulated systems reliant on electricity (i.e. pumping)
- composition of households – with babies, young children, seniors and the number of residents increasing the reliance on electricity for household to function healthily
- personal circumstances such as health conditions, increasing the reliance on electricity for personal wellbeing (i.e., refrigeration for medicines and motorised beds).

Anecdotally, there are indications that changes within the resident population of coastal communities may mean the previously high level of local knowledge of, and resilience to, adverse weather events, is no longer shared as widely. For example, some residents of isolated west coast communities did not know how their septic tank system worked, or whether of how they could draw water their tanks without power.

10 April 2018 Storm Group Recovery Action Plan

The effect the April Storm had on businesses will remain opaque until more information becomes available. Contact has been made with the Insurance Council who advise that they will be in position to provide more information in about 4 weeks. It is noted however, that there is the potential for under-reporting due to suspected levels of underinsurance, particularly amongst smaller businesses.

2.3 – Identified issues

From this analysis, the following, more immediate, issues have been identified:

- treefall was a significant issue, contributing to the power outages and the need to continue with the physical clean-up of storm debris
- some residents may still be dealing with financial implications of the April Storm, either by way of insurance claims or through the processes available from Ministry of Social Development.

However, some of our rural and coastal communities, such as Muriwai, Piha and Karekare, Franklin, Kaukapakapa and Diary Flat were impacted more severely than other communities. The approaching winter and the prospect of more storms presents the opportunity to work with the community to pilot ways to enhance their resilience in the event of future prolonged power outages.

It became evident that the need for access to real-time, accurate, street-level information is of paramount importance to the implementation of an effective integrated response and recovery.

The 10 April 2018 storm event highlighted that tree regulation and enabling timely transfer of information regarding the status of individual property electrical connections to those coordinating an emergency response are national challenges for which MCDEM should pursue regulatory and legislative resolution.

3.0 April 10 Storm Group Recovery Activities

In keeping with the goals, recovery activities address more immediate needs or focus on opportunities to reduce potential, future needs.

Activities to achieve the Plan's recovery goals are set out in the following table. The outcomes they contribute to, how we would identify success, possible risks and opportunities, timeframes and the agency leading the work, are considered and indicated as appropriate.

It is recognised that these activities may be influenced by outcomes of the '10 April 2018 Auckland Storm Event Independent Review' and debrief processes within and across participating organisations and groups.

This Plan is a living document, to ensure the activities identified remain aligned to the outcomes of the review and evaluations.

10 April 2018 Storm Group Recovery Activities

Recovery activities	Outcome	Success factor	Opportunities/risks	Short, Medium or Long term	Lead Agency
Restore communities through continued clean-up activities					
1. Removal or mulch and use of storm debris	Restore the Community	Completion of removal or mulch and use of storm debris	+ restoration of spaces and accessways + sustainable use of organic material	Immediate	Auckland Council
2. Removal of spoiled food		Removal of spoiled food has been completed	+ reduced health risk	Immediate	Auckland Council
'Future proofing' to enhance resilience to prolonged power outages in vulnerable and remote communities					
3. Monitor and evaluate the needs of vulnerable and remote coast and rural communities	Restore the Community Enhance readiness	Direct community feedback Feedback via community leaders	+ ability to better target needs and gaps	Medium	Auckland Emergency Management
4. Develop a programme to engage with vulnerable and remote rural and coastal communities to pilot development of tools, and mechanisms to enhance resilience. For example, the development of a 'Winter Plan'	Reduce impacts Enhance resilience	Local Board feedback Delivery of tools and mechanisms (including measures of their efficacy)	+ opportunity to pilot ways to enhance capability, and develop tools and mechanisms of wider benefit	Medium / long term	Auckland Emergency Management
5. Further leverage 'collaborative message sharing' through identifying and utilising social media pages and social media groups to disseminate information.	Support readiness Aid response	Increased incidence of messages being shared (i.e. re-tweeted / re-posted)	+ potential to increase reach and timeliness of messaging + greater penetration of messages	Medium	Auckland Emergency Management

10 April 2018 Storm Group Recovery Action Plan

Recovery activities	Outcome	Success factor	Opportunities/risks	Short, Medium or Long term	Lead Agency
6. Monitor economic publications to better understand the economic impacts – i.e. Treasury, MBIE, MPI, NZIER, Insurance Council of New Zealand, trading banks	Enhance readiness Reduce impacts Enhance resilience		+ informed understanding of cost implications + support strategic planning for recovery - dependent on publication	Medium	Auckland Emergency Management
7. MCDEM to pursue regulatory solutions to: <ul style="list-style-type: none"> mitigate the contribution trees made to the power outages improve infrastructure redundancy. 	Aid reduction	Issues acknowledged Commitment to action	+ potential reduction of outages from treefall - potentially protracted policy process ¹	Medium / Long	MCDEM
8. MCDEM and other central government agencies to enable improved data transfer to, and sharing of information/shared situational awareness amongst emergency management agencies	Aid response Reduce potential harm Shared operating picture	Issues acknowledged Commitment to action	+ significant gains available + improved decision making - potentially protracted policy process	Medium / Long	MCDEM

¹ For example - tree trimming is subject to the Electricity (Hazards from Trees) Regulations 2003

4.0 Exit Strategy

Exit from each activity has been considered individually as set out below:

Recovery activities	Exit
Restore communities through continued clean-up activities	
1. Collection and removal of storm debris	Exit executed on completion of removal
2. Removal of spoiled food	Completed
'Future proofing' to reduce impacts of prolonged power outages in vulnerable and remote communities	
3. Monitor and evaluate the needs of vulnerable and remote coast and rural communities	Incorporated into work programme of Resilience and Welfare team
4. Develop a programme to engage with vulnerable and remote rural and coastal communities to pilot development of tools and mechanisms to enhance resilience. For example, the development of a 'Winter Plan'	[NB may be replaced by monitoring and evaluation of the tools and mechanisms developed]
5. Further leverage 'collaborative message sharing' through identifying and utilising social media pages and social media groups to disseminate information.	Exit on expiry of 6 months or as modified in response to details emerging through undertaking the activity.
6. Monitor economic publications to better understand the economic impacts – i.e. Treasury, MBIE, MPI, NZIER, Insurance Council of New Zealand, trading banks	Ongoing monitoring of relevant papers
9. MCDEM to pursue regulatory solutions to: <ul style="list-style-type: none"> mitigate the contribution trees made to the power outages improve infrastructure redundancy. 	Commitment to action by central government
7. MCDEM and other central government agencies to enable improved data transfer to, and sharing of information/shared situational awareness amongst emergency management agencies	Commitment to action by central government

It is noted that the detail of exit may be subject to change if the activities change to align with the outcomes of the review and evaluations.

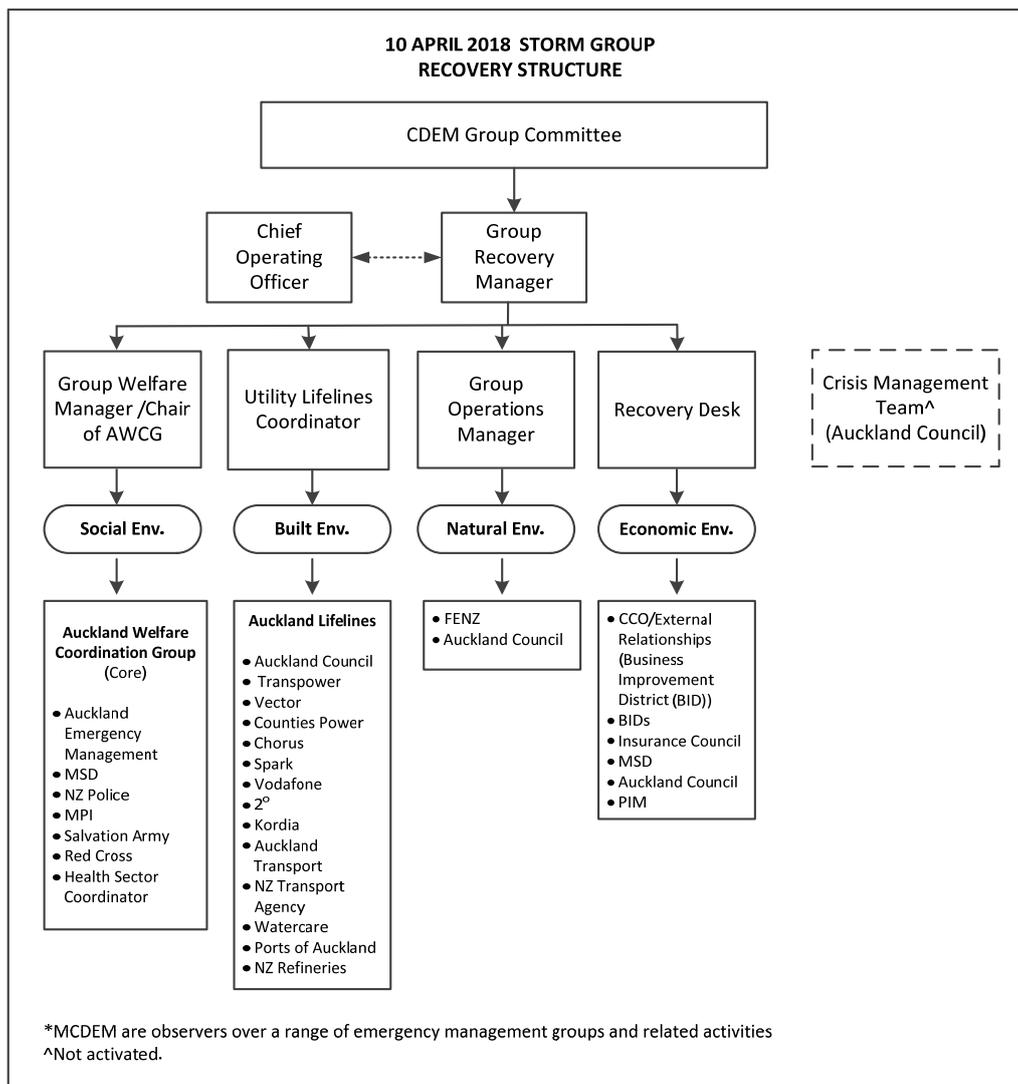
5.0 Governance

5.1 Overview

Identifying an appropriate governance structure is integral to the oversight and successful delivery of recovery activities. The structure set out below reflects the nature of the event, the absence of a Recovery Office, and:

- the primary impact of the April Storms being on the welfare function and Auckland lifelines with the support of, and implication for the intelligence and operations/logistics functions
- the dual role of the Group Welfare Manager who is Auckland Emergency Management's Head of Resilience and Welfare, while also the Chair of the Auckland Welfare Coordination Group (AWCG)
- that Auckland Council is a unitary local authority, and administrator of the Auckland CDEM Group.

Reporting lines focus on the Group Recovery Manager for the event commensurate with responsibilities with the oversight of the CDEM Group Committee.



5.2 Key Personnel and Key Dates

Controller	John Dragicevich, Director of Auckland Emergency Management
Group Welfare Manager / Chair ASCG	Catherine Cooper, Head of Resilience and Welfare, Auckland Emergency Management
Utility Lifelines Coordinator:	Sarah Sinclair, Chief Engineer, Infrastructure and Environmental Services, Auckland Council
Group Operations Manager	Ben Hankinson, Head of Emergency Operations, Auckland Emergency Management
Acting Recovery Manager for April 10 Storm / Recovery Desk	Wayne Brown, Principal Recovery Advisor, Auckland Emergency Management

Immediate recovery activities commenced	16 April 2018
Recovery Meeting with MCDEM Regional Emergency Management Advisers	18 April 2018
Recovery Planning commenced	18 April 2018
Response period ended	24 April 2018
Recovery Planning Workshop	24 April 2018
April Storm Group Recovery Plan commences	18 May 2017 (immediate recovery activities commenced prior to Recovery Planning)
Review Recovery Action Plan	3 monthly intervals, for the period activities are ongoing.
Anticipated conclusion of Recovery	18 October or earlier for all recovery activities except those requiring a governmental regulatory or legislative or

