

Project Brief	
Project title	10 April 2018 Auckland Storm Event Independent Review
Sponsor	Stephen Town, Chair of Auckland Civil Defence Emergency Management (CDEM) Coordinating Executive Group (CEG)
Owner	Auckland CDEM Coordinating Executive Group (CEG)
Project manager(s)	Koro Dickinson, Executive Officer – Auckland Council

Background

The 10 April 2018 storm event in Auckland resulted in the most widespread power outage event in New Zealand history with almost one third of households in the Auckland region (approximately 560,000 Aucklanders) affected. The response to this event saw the largest welfare exercise undertaken in Auckland and the most significant in New Zealand since the 2011 Christchurch earthquake.

Considering the unprecedented scale of this event it would be useful to confirm the outcomes – this includes risks, welfare needs, outreach, communications and overall effectiveness.

The Auckland CDEM Coordinating Executive Group - in its statutory role supporting the Auckland CDEM Group Committee and in providing leadership/coordination across a range of agencies/organisations working in the CDEM sector - has agreed to commission an independent review of the Auckland CDEM Group response to the 10 April storm event and subsequent power and hot water outages¹.

¹ This was endorsed at the 3 May 2018 meeting of the Auckland CDEM Coordinating Executive Group.

Purpose

The Auckland CDEM Coordinating Executive Group seeks to understand successes and areas for improvement arising out of the response by the Auckland CDEM Group to the 10 April 2018 Auckland storm event. The CEG also seeks to identify steps that could be taken to ensure that risk is minimised/mitigated for events of a similar or greater magnitude/impact in the future.

Scope

The scope of this independent review will cover the response to the storm event from the Auckland CDEM Group and will provide:

- A description of the 10 April 2018 Auckland storm event and its impacts and scale.
- A description, timeline and summary of the Auckland CDEM Group response to the storm event.
- A summary of the legislative and other responsibilities of those CEG agencies and lifeline utilities in the response to the event, and identification of gaps. A description of those actions undertaken by those CEG agencies and lifeline utilities involved in the response to the event.
- A summary of communications and engagement with the public during the storm response by the Auckland CDEM Group and lifeline utilities.
- A summary of the actions of the Auckland Emergency Management Emergency Coordination Centre in leading and mobilising the support of the wider Auckland Council organisation in responding to community needs.
- An assessment, based on documentation and interviews and a consideration of debrief materials and action plans, of the overall effectiveness of the Auckland CDEM Group response to the storm event.
- The effectiveness of the Auckland CDEM Group in obtaining and sharing situational awareness.
- The effectiveness of relationships with key stakeholders including lifeline utilities (and other infrastructure providers) and how that informed the response
- Recommended actions to be undertaken in Auckland and considered nationally to ensure that risk is minimised/mitigated for events of similar or greater magnitude/impact in the future².

² The Auckland CDEM Coordinating Executive Group recognises that some of the recommended actions may not fall within the remit or responsibilities of the CEG and its member agencies and organisations. The engagement and input of those agencies and organisations, including lifeline utilities (providers and retailers), will be encouraged throughout the process of this independent review.

Process

Subject to the purpose and scope of this Project Brief the independent reviewer will determine his/her own procedure for undertaking the review. That said, the sponsor expects that the reviewer will adopt the following general process:

- A fact-finding stage (which may include interviews, reviewing records, and site inspections).
- Analysis of information gathered.
- Preparation of a draft report (consistent with the scope of this Project Brief) with related CDEM sector maturity matrix or similar for the review of the sponsor.
- Feedback on the draft report by members of the Auckland CDEM Coordinating Executive Group.
- Preparation of a final report for delivery to the sponsor.

It is expected that the final report will be considered and agreed by the Auckland CDEM Coordinating Executive Group and recommended to the Auckland CDEM Group Committee for adoption of its recommendations.

Deliverables

- Communications plan – working with the sponsor, the independent review lead will determine the best way to communicate the learnings from the review and to achieve its purpose.
- Draft and final reports outlining both learnings and recommendations – this includes coverage of issues which are systemic in nature and can be applied to future events.
- Presentation to the CEG of the report's learnings and recommendations.

Review team

The review is to be conducted under an Auckland Council contract. Secretariat and project management support will be provided to the review team by Auckland Council. The cost of conducting the review will be met by Auckland Council.

The final report is to be provided to the sponsor no later than 22 October 2018 for consideration by the Auckland CDEM Coordinating Executive Group at its meeting on 5 November 2018.