Tsunami Emergency Response (TER) SOPs: Stakeholder Roles and Coordination, Event Operations, Timelines, Checklists

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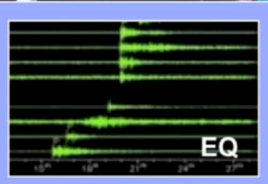
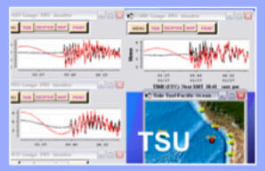
Outline

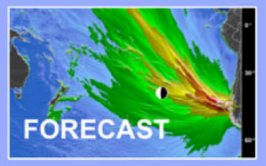
- **Tsunami Response Plan** – Vanuatu example
- **Developing Tsunami Emergency Response SOPs – guidance, examples**
  - Time-line driven, New Zealand example
  - Flow charts, checklists
  - Businesses and Hotels
  - Alerting public /messaging
- **Practice, evaluate, revise - improve**

End-to-End Tsunami Warning Chain

EQ
Tsunami

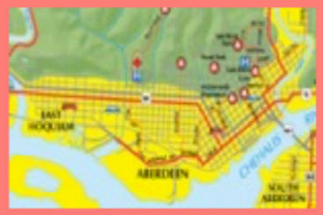







Country Alert System

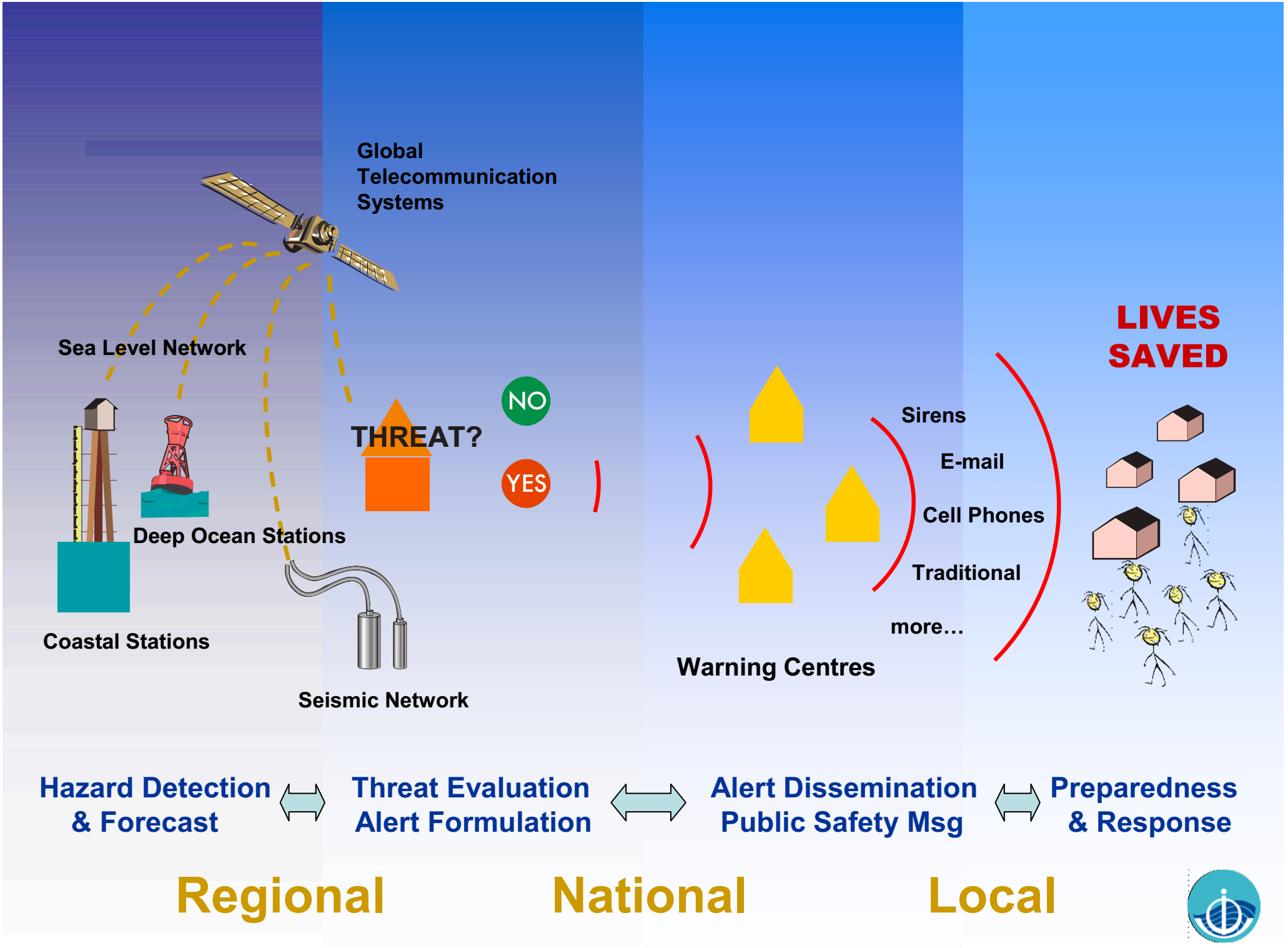
Emergency Alert System & Mass Media




Public

TWC - Science	DMO / EMA – Safety	Community
Intl / Natl	Natl / Prov / Local Govt	

Race against Time → LIVES SAVED

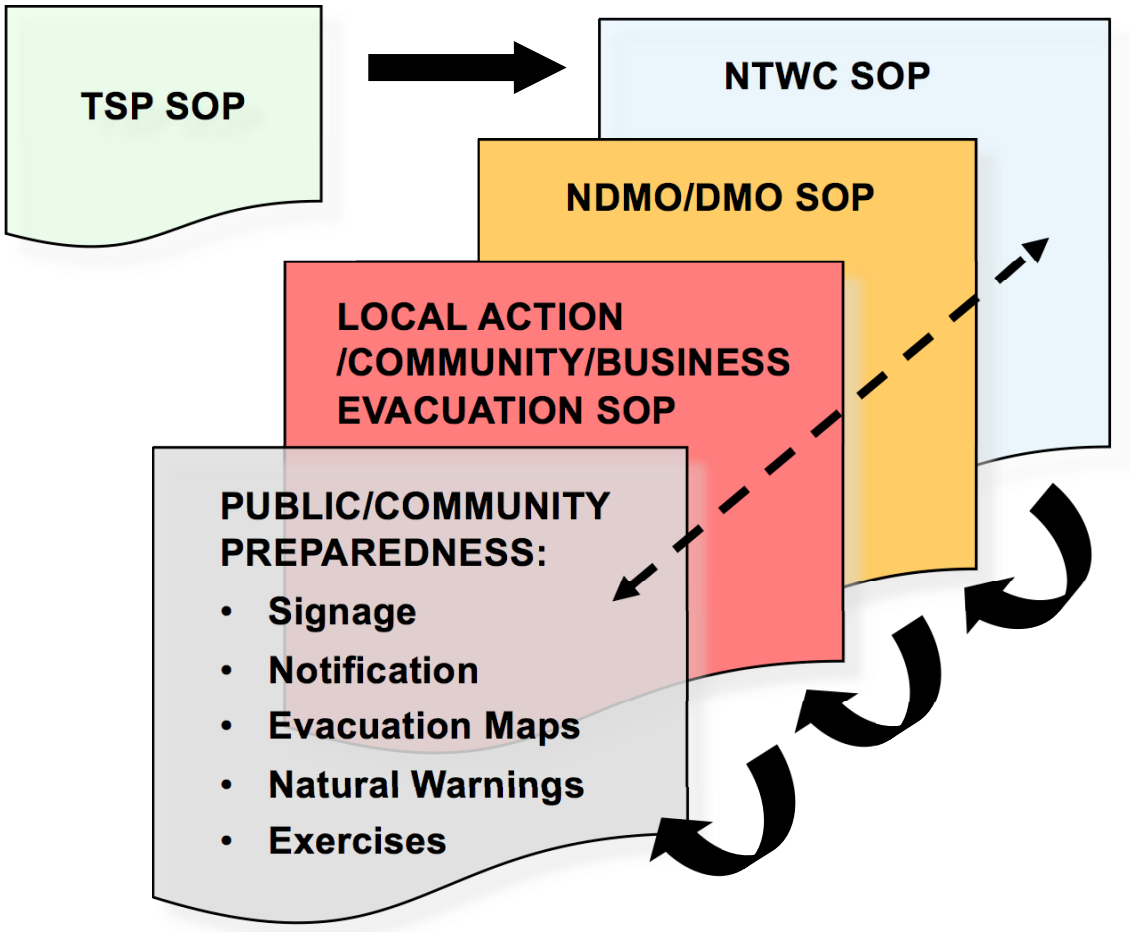

Global
Telecommunication
Systems
Sea Level Network
Deep Ocean Stations
Coastal Stations
Seismic Network
THREAT?
NO
YES
Warning Centres
Sirens
E-mail
Cell Phones
Traditional
more…
LIVES
SAVED
Hazard Detection
& Forecast
Threat Evaluation
Alert Formulation
Alert Dissemination
Public Safety Msg
Preparedness
& Response
Regional
National
Local

SOP Working Definition

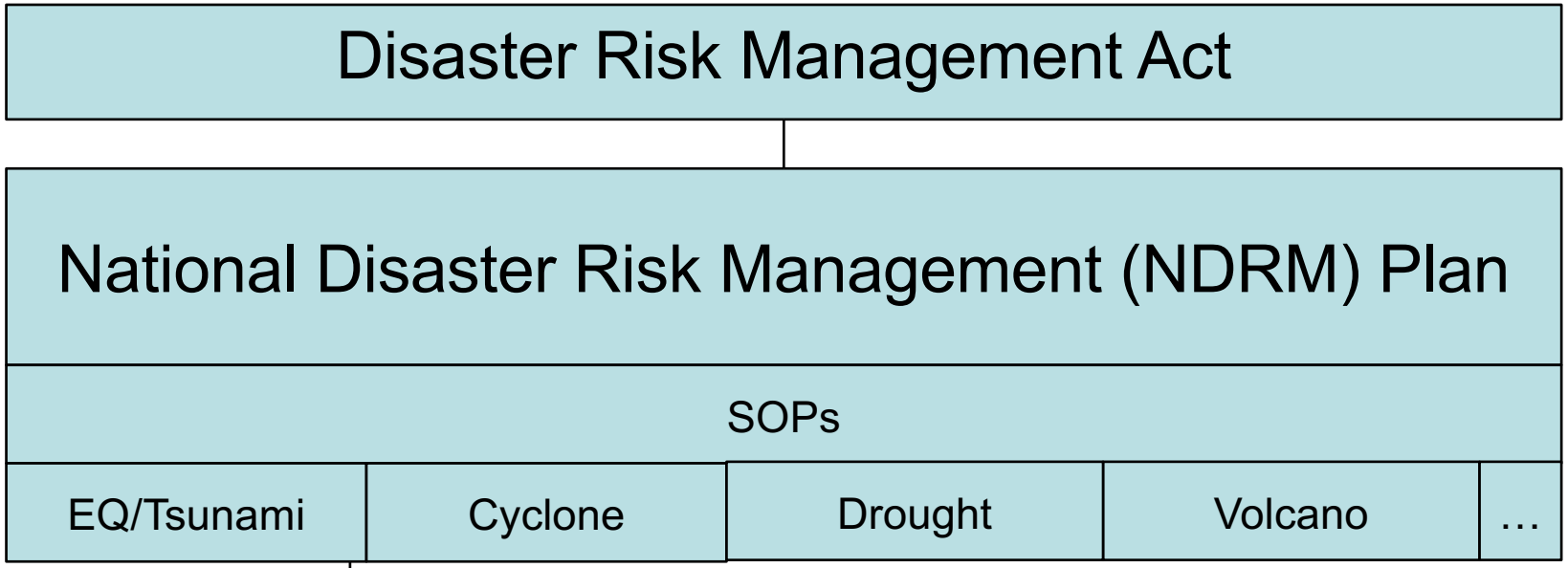
"A description and procedure on agreed steps by institutions used in coordinating who, what, when, where and how for tsunami early warning and response"

From Indonesia Local SOP Workshops: Capacity Building for Development of Local SOPs for Tsunami Early Warning and Response. 2006-2007

Tsunami Warning Chain – set of linked SOPs



Ensure Legislative basis for SOPs



Requires coordination

Emergency Response

- Warning for communities
- Evacuation procedures

Justify financing for

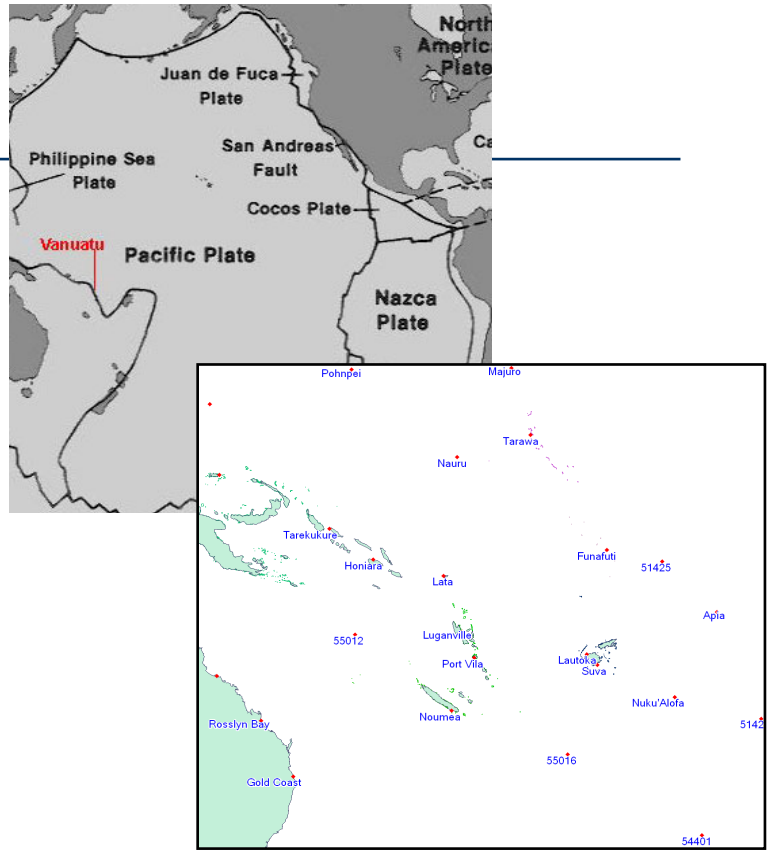
Disaster Prevention

- Risk assessments (hazard maps)
- Equipment upgrading
- Drills

Tsunami Response Plan

- Concept of Operations
- Stakeholders (structure, roles & responsibilities)
- Risk profile (e.g hazard maps)
- Threat criteria points
- TER SOPs
  - Flow charts, checklists, logs (e.g. communication flow)
  - Alerting/messaging the public (incl. tourists)
  - Evacuation procedures
  - Assessment of situation/ getting updates
  - All-clear procedures
  - Coordinating international assistance
- Regular exercise

Vanuatu - example



- **Introduction**
  - Plan purpose, objectives, development and review
- **Tsunami Risk Profile**
  - From earthquakes
  - From volcanoes
- **Tsunami Awareness, Education and Preparedness**
  - Roles & responsibilities
- **Alert & notification systems**
- **Observations & Warnings**
  - Seismic
  - Volcanic
  - Sea level
  - Authority to issue warnings
  - Detection,
- **Warning Dissemination**
  - Methods
  - Responsibility
- **Response**
- **All clear & Cancellation**
  - Authority
  - Dissemination
- **Evacuation**
- **Recovery**

Concept of operations

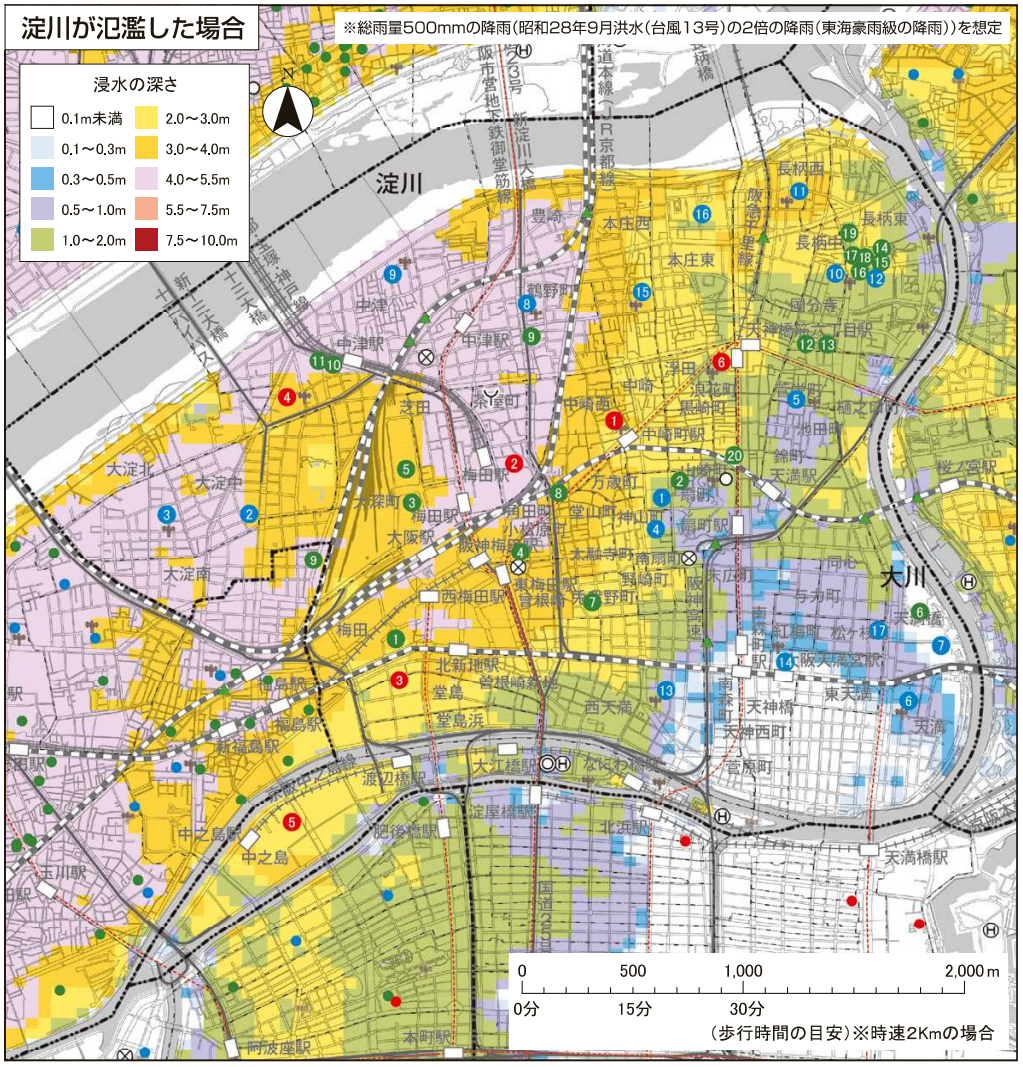
Setting the scene… high-level, easily understood

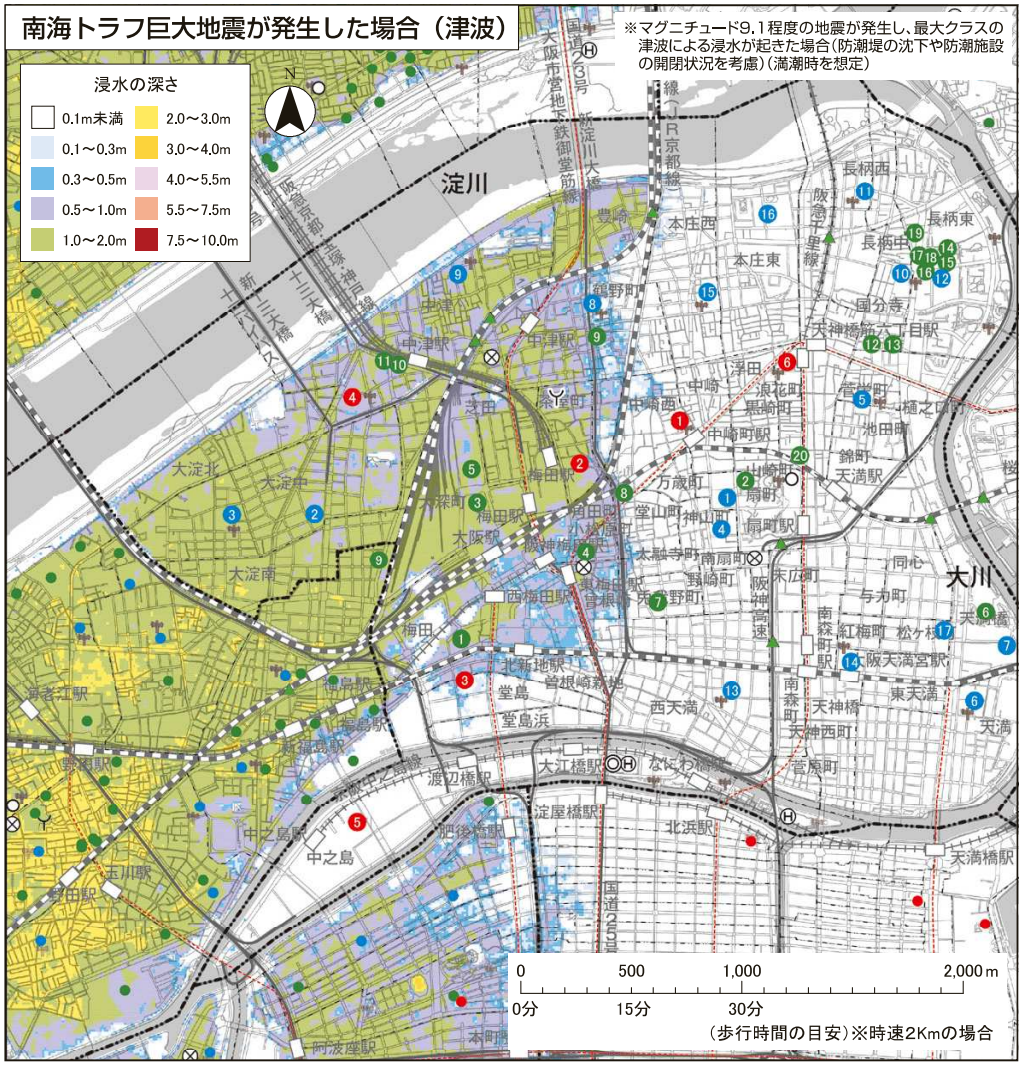
Tsunami Planning Template	
General	The purpose of this document is to assist in developing basic tsunami response planning for local communities. Response plans will be written specifically for the evacuation of populations living in coastal areas and inland water ways. This document focuses on a timeline from the receipt of a tsunami warning to the completion of the evacuation. Response plans should focus on saving and protecting the welfare of the general public, protecting critical infrastructure and key resources, and lessen the impacts to individuals, communities, and the environment.
Assumptions	Planners should understand the following assumptions this template makes: • This document is not meant to be comprehensive. It is meant to help provide basic response capability to tsunamis • Depending on planning needs, important aspects of tsunami response (ie. notification procedures, communication plans and protocol, administrative disaster management, etc) that might be required are not addressed and must be added to the plan • Plans are not permanent. They should be updated regularly to meet increasing levels of sophistication in organization and coordination, alert procedures, communications, and response capabilities • This document is not meant to dictate the planning process.

Stakeholders (roles & responsibilities)

AGENCY	ROLES & RESPONSIBILITIES		
	PREPAREDNESS & MITIGATION	RESPONSE	RECOVERY
NDMO	• Coordinate the review and revision of the National Tsunami Plan annually • Facilitate the development of SOPs at national, provincial, Area Council and community level • Facilitate and assist provincial, Area Councils and communities to develop tsunami plans • Work in Partnership with VMGD on the establishment of early	• Work collaboratively with VTWC to facilitate and disseminate timely advise and warning to communities and public • Activate the National Disaster Operation Centre • Work with provincial operation centre to facilitate dissemination of information to communities • Coordinate National Disaster Committee briefings • Organize and facilitate aerial surveillance • Coordinate the flow of information dissemination via outlet (media)	• Activate responding agencies through cluster arrangement • Seek emergency funding support • Coordinate with assistance from provinces, national, regional and international agencies • Coordinate relief assistance to affected populations • Liaise with national government and development partners for reconstruction process

Tsunami Risk Profile (e.g. Hazard Maps)





Source: Osaka City

Tsunami Response Plan

- Concept of Operations
- Stakeholders (structure, roles & responsibilities)
- Risk profile (e.g hazard maps)
- Threat criteria points
- TER SOPs
  - Flow charts, checklists, logs (e.g. communication flow)
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SOP Working Definition

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Developing TER SOPs – Guidance (1)

- **Use pre-established Alert Criteria Table**
  - Alert Levels (e.g., warning, advisory, information)
  - Thresholds (EQ magnitude, location, tsunami forecast)
  - TER actions (evacuate, wait, safe return) when Thresholds met
- **Use timeline-driven Actions**
  - Tsunami actions are rapid compared to most other natural hazards (e.g., there will be no time to read lengthy detailed manual)
  - To act quickly without confusion, step-by-step checklists with logging and/or flow chart decision-flow useful.
- **Each Action may need an SOP (nested SOPs)**
  - Steps and procedures, who, what, when, where, how …
  - Clearly identify Authority / Authorization. Ensure no single-pts-of delay or failure (delegate Authority as needed)
  - Do not forget to include
    - 'logging' (when Action done by whom).
    - 'briefing materials' (how / what will done by when)

Developing TER SOPs – Guidance (2)

- **Based on tsunami arrival times, determine critical decision point (evacuation time) for each source / source region**

  How long will it take for a community to evacuate?

- **Decide when authorisation is required? And who will authorise?**

  Essential to delegated authority for quick response

- **Use a map & table for easy and quick reference**

TER SOPs – Develop timeline-driven SOP

# of Minutes after Earthquake	Activities	Agencies Responsible	Comments
0 – Strong ground shaking felt			
1-5			
5-15	Tsunami might come		
15-30			
30-60	Tsunami comes		
60+			
1-3 hrs			
3 + hr	All clear: Safe to return		

Timeline-driven SOP – Action, Agency

TSUNAMI ACTION TIME LINE								
Time	E = Earthquake	E + 15 min	E + 30 min	E + 45 min	E + 1 hr	E + 1:15 hr	E + 1:45 hr	E + 2 hrs
Wave	Eq occurs wave starts				DART buoy		Monkey Island	
TSP								
NTWC								
NDMO								
Police								
Fire								
Local Authority								

STEPS

1. **Identify all agencies with role in response**
2. **Identify each agency's required actions**
3. **Arrange each action in respect of time**

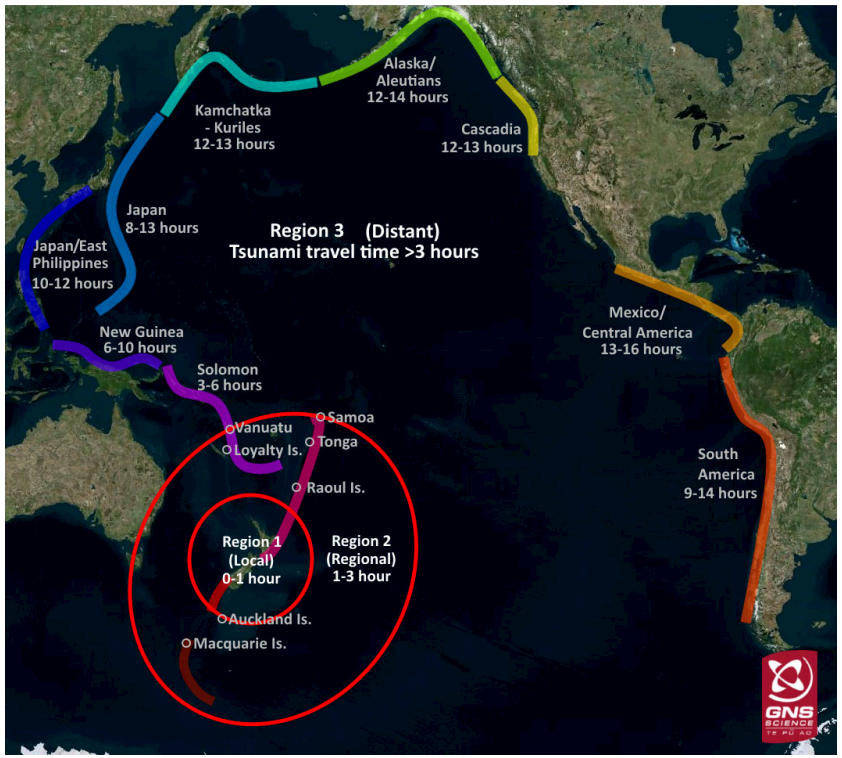
Tsunami Sources

We categorise tsunami into three sources:
Local, Kermadec, and Regional/Distant.

Some of the earthquake sources we monitor pose **significant challenges**

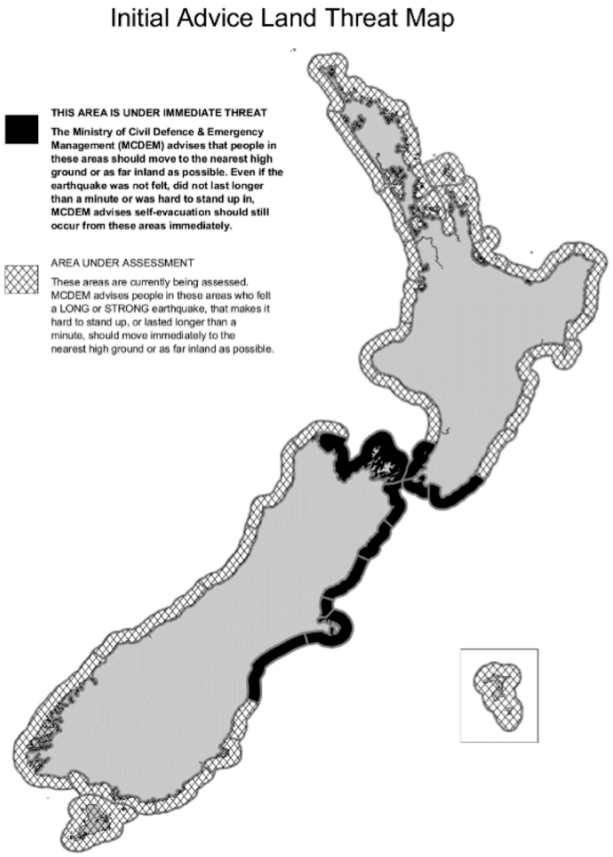
- A large **Kermadec event** may not be felt in Auckland or Northland due to wave attenuation, limiting self-evacuation
- The **Hikurangi subduction zone** can produce large tsunami, and is very close to the mainland
- '**Slow rupture**' earthquakes, which produce larger tsunami than expected relative to initially observed magnitudes, have been recorded before in Gisbourne

Tsunami Origin Locations - Regions Map



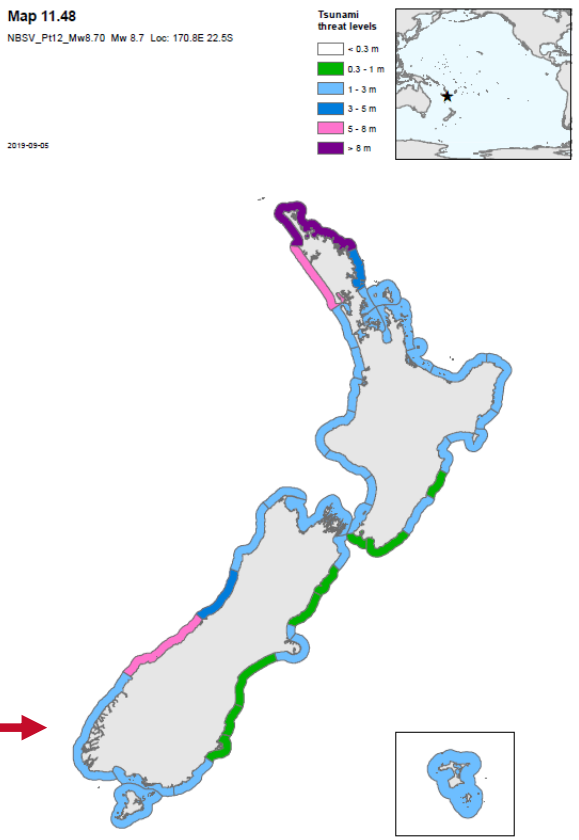
Although we maintain awareness of tsunami gauges and DART buoy data, we do not provide forecasts for tsunami generated by non-EQ events.

Tsunami



1. In the initial stages of an event, we use a database of pre-calculated scenarios to produce an **Action Map**

2. As further earthquake information, both from our re-location and internation agencies becomes availat we refine this map to a **Forecast Map**



The Tsunami Experts Panel may update hazard assessment depending on additional monitoring and observed wave heights

Timeline-driven SOP Action, Agency - NZ

DISTANT SOURCE TSUNAMI: ACTION TIME LINES FOR CENTRAL CHILE SCENARIO							
Time	**E = Earthquake**	**E + 50mins**	**E + 1hr**	**E + 1hr 15mins**	**T = Tsunami Confirmed (Max E + 2hrs)**	**E + 2hrs 30mins**	**E + 3hrs**
						T + 30mins	**T + 1hr**
Wave	Earthquake occurs/wave starts	Juan Fernadez I	DART buoy	San Felix I			
PTWS		Issue Info Bulletin/Watch/Wng			Tsunami confirmed/update		Tsunami confirmed/update
MCDEM response		Receive 1st info/watch/wng PTWC	Consultation between NDO, Nat Controller. Decide activation at M7.5 Verbal Advisory out	NCMC activated. EMA's on standby. Consult with GeoNet. Prepare Advisory/Warning	Advisory out Req Group Plan & EOC activation. Prepare Warning & Request for Broadcast	Req LO's Req GeoNet Rep	National Warning out. Req for broadcast out (if decided). Inform Clusters
MCDEM strategic					Brief Minister, DESG. Advise Watch Group/ODESC activated.		
GeoNet		Receive 1st info/warning PTWC	1'st assessment. Activate Science Panel at M7.5	Inform MCDEM actions taken	2'nd assessment	LO in NCMC	3'd Assessment: Est arrival times, tidal state, wave height range
CDEM Groups						Recive National Watch/Warning	Confirm recpt Watch/Wng to MCDEM. Activate
Police							
Fire							
MOH							
DPMC (DESG)							

STEPS

1. **Identify all agencies with role in response**
2. **Identify each agency's required actions**
3. **Arrange each action in respect of time**

Timeline-driven SOP – NZ NEMA (MCDEM) detail

DISTANT SOURCE TSUNAMI: ACTION TIME LINES FOR MCDEM: CENTRAL CHILE SCENARIO							
Time	**E = Earthquake**	**E + 50mins**	**E + 1hr**	**E + 1hr 15mins**	**E + 2hrs**		**T = Tsunami Confirmed (Max E + 3hrs)**
Wave	**Earthquake occurs/wave starts**	**Juan Fernandez Island**	**Dart buoy**	**San Felix Island**			
MCDEM Response		Receive 1st info/warning PTWC	Consultation between NDO, Nat Controller.	Consult with GeoNet. Request advisor in NCMC.	Report to NCMC		Finalise Warning
			Decide activation at M7.5>	Inform Director	Sector Advisory out Prepare Warning		EMA's dispatched
			Notify Activation Officer, Comms Manager, EMA's	Verbal alerts out: CDEM Groups	Media Advisory out Prepare Request for Broadcast Update Website		Displays organised: Contacts List Comms Plan MCDEM Checklist
			Notify MCDEM Staff	Activate NCMC Inform NDO when complete	Prepare contacts data		Display organised: Agencies action time lines
			Est contact with GeoNet; PTWC	NCMC Staff Briefing	Inform Clusters: Welfare, Transport, NELC		Display organised: Tsunami travel time
			Verbal Advisory out EM Services		Inform CE DIA		Finalise Request for Broadcast
			Verbal acknowledgements out: Media		Standby/deploy as per instructions		
MCDEM Strategic					Inform Minister		
					Inform DESG. Advise Watch Group/ODESC be activated		
					Inform CE DIA		
		NDO Controller	Operations Planning Intelligence		Logistics		PIM EMA

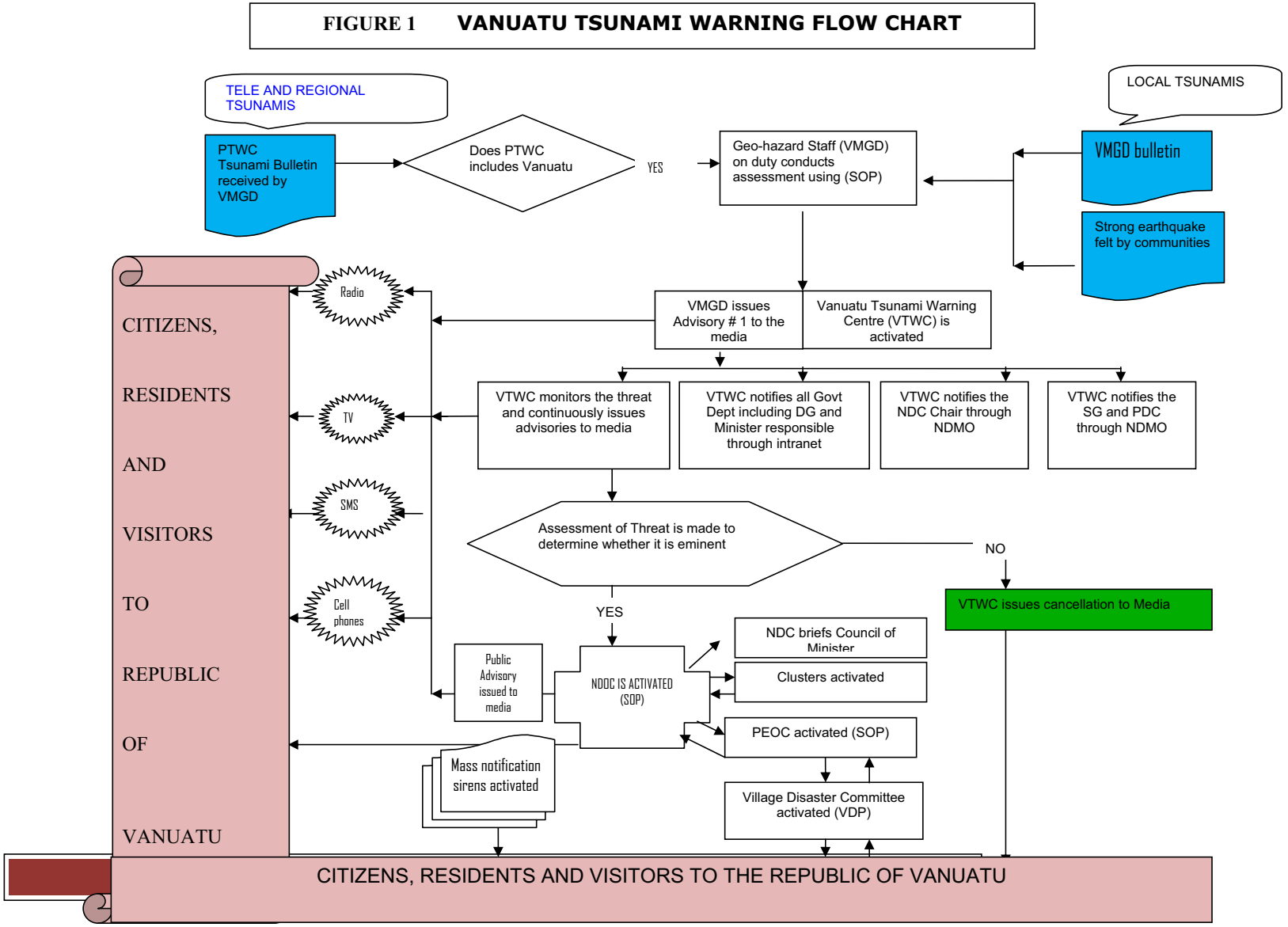
Timeline-driven SOP: NZ Example

Estimated time to complete steps 4–8: 30 minutes ongoing until a cancellation message is issued		
Step	**Event and action**	**Responsibility**
4	When a *National Advisory – Tsunami: Potential Threat to NZ* or a *National Warning –Tsunami: Threat to NZ* is issued, activate the National Crisis Management Centre.	Duty Manager
5	Open communications or teleconference line for discussions with GNS Science and the TEP for updated assessments.	National Controller
6	Provide updates at least hourly via the NWS and the media. **Upgrade advisory to warning if necessary.**	Duty Manager
7	Depending on the severity and scope of the anticipated threat, MCDEM may advise the Minister of Civil Defence to declare a state of national emergency.	National Controller
8	Issue a cancellation message when there is no longer a threat or potential threat to New Zealand.	Duty Manager

TER SOPs – Develop Flow Charts, Checklists

- **Can be effective for presentations**
- **SOPs Flow charts indicate:**
  - Steps to be followed
  - Decision Tree
  - Systems or subsystems involved
- **Flow Charts can be nested**
- **BUT, often not useful in real event**
  - (cannot give answer when there is uncertainty or data lacking)
  - (experience is most important)
  - **Use checklists**

Flow Chart (Vanuatu example)



TER SOPs – Checklists: Tsunami Evacuation

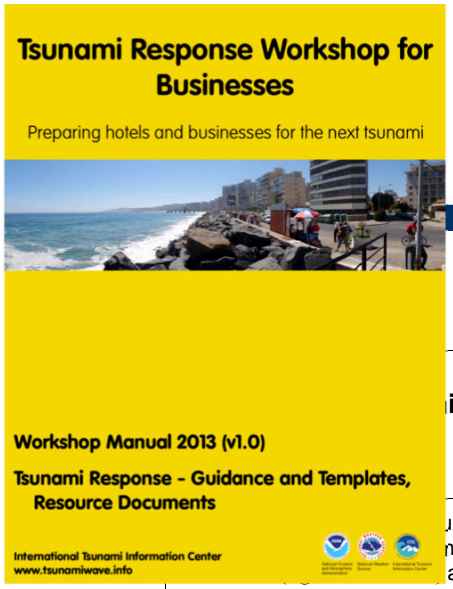
Evacuation Checklist		
This is a simple checklist to use when doing an evacuation. Make sure to include the date, who filled out the checklist, and the time each task was completed by.	Date: _____	
	By:	Time:
Tsunami message received	_____	_____
Call in staff	_____	_____
Activate emergency centers / Notify public safety agencies	_____	_____
Sound public sirens and alarm notifications	_____	_____
Initiate media notifications and evacuation announcements	_____	_____
Initiate evacuation of people away from coast (Tsunami Evacuation Maps)	_____	_____
Put boats/ships out to sea if wave impact time permits	_____	_____
Setup road-blocks and evacuation routes	_____	_____

When?
Where?
What?
Who?

Checklists - Tsunami Occurrence

Tsunami Occurrence Checklist		
This is a simple checklist to use after a tsunami event. Emergency workers should wait for a minimum of two hours or until an "all clear" is given before re-entering evacuation zones.	Date: _____	
	By:	Time:
Count the number of workers available _____	_____	_____
Decide what need to be done	_____	_____
Assign workers to groups	_____	_____
Assign tasks to groups	_____	_____
Inspect damaged areas	_____	_____
Block off dangerous areas	_____	_____
Search for survivors	_____	_____

When?
Where?
What?
Who?



Special sectors – Businesses

Tsunami Evacuation Checklists

...i Evacuation Responsibilities Checklist for Businesses

...use when doing an evacuation. ...nsible for actions and number ...after earthquake origin time.	Earthquake Origin Time: 0000	
	Department(s)	Time (mins):
Tsunami Warning public alerts received		+ 10
Alert staff to prepare to initiate evacuation process		+ 15
Alert clients / activate communication devices to initiate evacuation process		+ 25
Guide clients to safety locations / provide supplies		+45
Protection of key equipment		+45
Removal of key documents		+45
Initiate recall of off duty disaster response workers		+60
Obtain accountability of staff and clients		+60
Assess whether waves are damaging to facilities		tbd
Obtain reports of any staff/client casualties		tbd
Determine when to declare “All Clear” to staff / clients		tbd
Prepare for post tsunami impact operations		tbd

Local Tsunami Evacuation Responsibilities Checklist for Businesses

This is a simple checklist to use when doing an evacuation. List the department(s) responsible for actions and number of minutes (eg + 5 minutes) after earthquake origin time.	Earthquake Origin Time: 0000	
	Department(s)	Time (mins):
Strong and/or prolong earthquake ground shaking felt		+ 1
Alert staff and clients / activate communication devices to initiate evacuation process		+ 3
Guide clients to safety locations / provide supplies		+ 5
Tsunami Warning public alerts received		+10
Protection of key equipment		+10
Removal of key documents		+10
Initiate recall of off duty disaster response workers		+15
Obtain accountability of staff and clients		+30
Assess whether waves are damaging to facilities		+60
Obtain reports of any staff/client injuries and casualties		+120
Determine when to declare “All Clear” to staff / clients		+120
Prepare for post tsunami impact operations		+120

Special sectors – Businesses

Roles and Responsibilities

Tsunami Emergency Response for Business: Identification of Roles & Responsibility Matrix

Departments	CONTACT INFO	OPERATIONAL CONTROL & TRAINING	DETERMINATION OF EVACUATION OPTIONS	LAYOUT OF EVACUATION ROUTES	SAFETY INFO TO STAFF / CLIENTS	COMMUNICATIONS DEVICES TESTED	SHELTERS STOCKED	MONITORING OF ALERTS (24/7)	EVACUATION ALERT OF STAFF	EVACUATION ALERT OF CLIENTS	GUIDING CLIENTS TO SAFETY	PROTECTION OF KEY EQUIPMENT	REMOVAL OF KEY DOCUMENTS
Security		x											
All											x	x	x
Other													

Special sectors: Hotels

CRISIS AND EMERGENCY MANUAL

OHR/OHANA

For Educational and training purposes only.

Information is relevant to Hawaii warning system and local conditions. Current as of 1995.

TSUNAMI

Section II

Part 3-1

DISASTER RESPONSE GUIDEBOOK for Hotels and Motels on Washington's Coast

Washington Military Department

Emergency Management Division

JULY 2006

Special sectors - Hotels

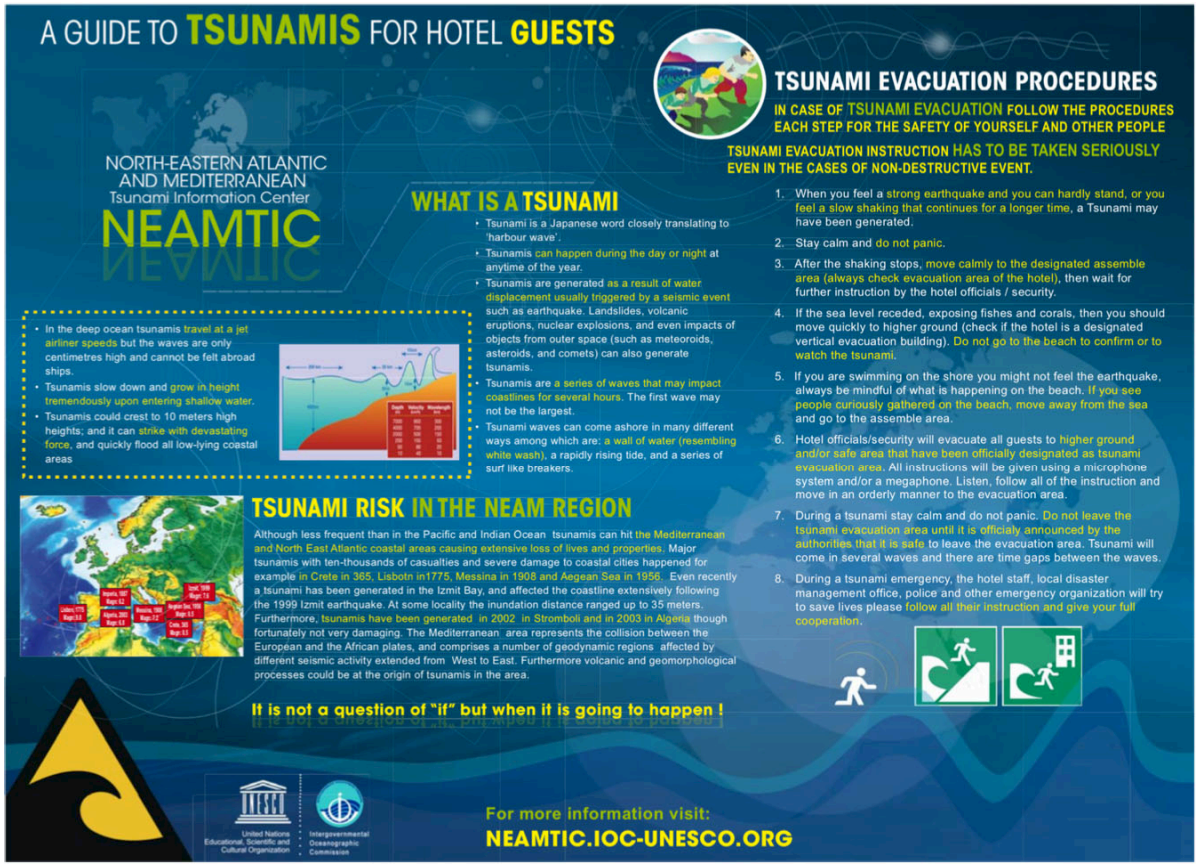


Table of CONTENT

TER SOPs - Alerting public/messaging

- **What type of message for who? When?**
  - First responders (local authorities/communities)
  - Line agencies
  - Media (domestic and international)
  - CBOs
  - Donor agencies
  - Tourists
  - Others?

TER SOPs: Alerting public/messaging

- **How do we send the warning messages ?**
  - Radio
  - Other media (including international media)
  - Internet (Facebook, Twitter)
  - Mobile SMS
  - Donor agencies (UNOCHA?)
  - Direct communication
  - What else?

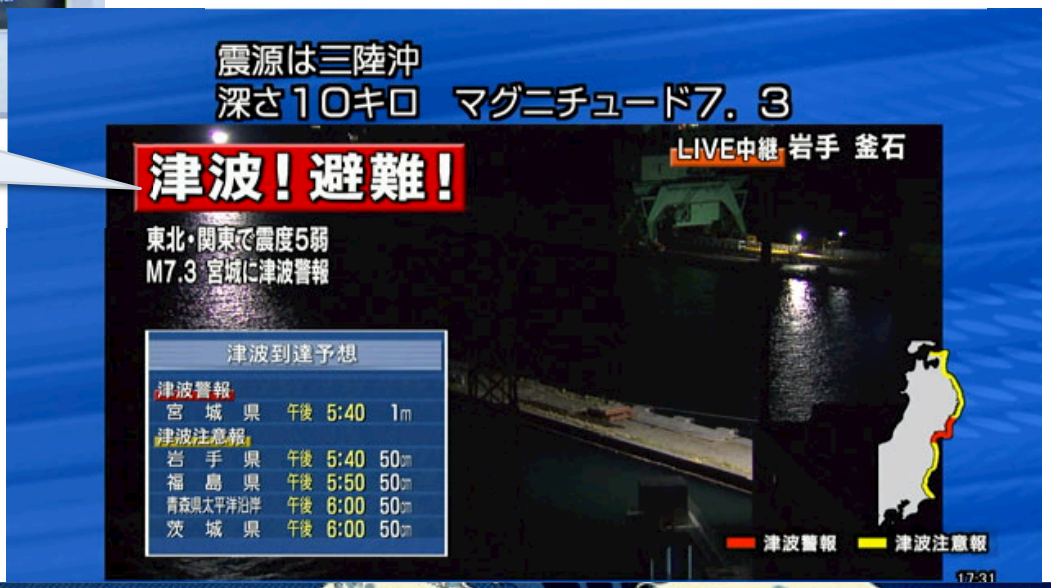
Public warning messages via media

Tsunami warning by Japanese media after the 2011 East Japan Earthquake and Tsunami

For 2011 East Japan Earthquake class

Evacuate immediately!

Tsunami! Evacuate!



Can everyone get and understand the information to take necessary actions?

SOPs: Practice, evaluate, revise

A perfect warning will be useless if people do not know what to do in case of an emergency

SUMMARY - MOVING FORWARD

- Strengthen legal basis
- Develop, test, evaluate & revise SOPs
- KEEP IT CLEAR, CONCISE, SIMPLE
- FOLLOW YOUR PROCEDURES
- Provide actionable messages based on audience
- Good coordination/collaboration between NTWC-DMO
- It becomes your basis for action, and is defendable post-event

Thank You

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