

SAVING
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LIVES

Project Number: 201106 | Project Category: **Single Country Special Operation**
Project Approval Date: September 19, 2017 | Planned Start Date: September 13, 2017
Actual Start Date: September 20, 2017 | Project End Date: April 30, 2018
Financial Closure Date: N/A

Contact Info
Giorgia Testolin
Giorgia.Testolin@wfp.org

Regional Director
Miguel Barreto

Further Information
<http://www.wfp.org/countries>
SPR Reading Guidance



**Supply Chain and Emergency Telecommunications
Augmentation and Coordination in Support of the Eastern
Caribbean Islands Impacted by Hurricanes Irma and Jose
Standard Project Report 2018**

World Food Programme in Panama, Republic of (PA)

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Activities and Operational Partnerships

REGIONAL CONTEXT

From 7 to 10 of September 2017, Hurricane Irma (a catastrophic category 5 Atlantic hurricane) and Hurricane Jose (a catastrophic category 4 Atlantic hurricane) hit several Caribbean islands. Some islands suffered infrastructural damages close to 80 percent due to the maximum sustained wind of 285 km/h (180 mph) and torrential rain. The damage to basic infrastructures, including water and electrical infrastructures, was aggravated by extensive flooding that cut road access to the affected areas.

Given the magnitude of the disaster, number of people affected, lack of information available and the geographical distance between the affected islands, a coordinated and efficient response from the international community was necessary to avoid bottlenecks and duplication of efforts.

The scale of the disaster required WFP, in its capacity as Logistics and Emergency Telecommunications Cluster (ETC) lead and with its supply chain expertise in the area of aviation and shipping, to provide relief efforts, to states with no previous WFP presence as well as capacity augmentation support to the humanitarian community and the Caribbean Disaster Emergency Management Agency (CDEMA), a regional inter-governmental agency which provides pre- and post-disaster support to its participating states.

This Special Operation was extended for additional 4 months, from January to April 2018, in order to ensure that critical connectivity services continued, government capacities were sufficiently strengthened to respond to future emergencies and to complete the hand-over of equipment and services to the Government of Dominica.

ACTIVITIES

At the outset of response, WFP supported the national governments of Barbados, Antigua & Barbuda, St. Marteen, Turks & Caicos Islands (TCI) and Jamaica in their emergency response while the second phase of the response focused on Dominica given the extent of damage. Services were restored in many of these islands considerably fast. Therefore, the response focus for both Logistics and Telecommunications shifted to Dominica, as recovery was more extensive after damage made by Hurricane Maria.

Throughout both phases of the response, WFP lent its emergency telecommunications and supply chain expertise to government, military and civil society institutions and organisations. Moreover, capacities were strengthened in information management, storage, transport and aviation and port assessments were completed to deliver life-saving relief items, and provide access to the affected people. WFP also facilitated transportation, storage and delivery for relief items from UN partners and NGOs.

The second phase of the response focused on capacity strengthening efforts in the areas of supply chain and telecommunications to ensure stakeholders could better prepare for and respond to potential emergencies in the future. By partnering with Ericsson Response and through support of their volunteers, WFP could also benefit from their telecommunications expertise to re-establish connectivity in Dominica. Together, WFP and Ericsson Response organised a training on emergency telecommunications and drones with participation from the private sector, including Facebook and Google. The ETC convened multiple meetings with various partners and entities. Coordination between partners such as Samaritan's Purse, Telecoms Sans Frontiers (whom also provided connectivity services throughout the response) provided a streamlined response in ensuring efforts between the entities where not duplicated. Furthermore, the support and coordination done through the Global System for Mobile Communications Association (GSMA), provided the needed collaboration between the local mobile network providers, ensuring they convened in the weekly ETC meetings ensuring a unified plan in the temporary and permanent restoration efforts. Lastly, the meetings and coordination support done through the ETC were all done in conjunction with the Director of Telecommunications, ensuring all efforts around emergency telecommunications where in completely agreement with the Government of Dominica to ensure the response was within the context of the Government and the framework of the services being rendered. The collaboration that was seen between humanitarian responders, private sector, government entities and the communities was found to unite efforts, provide local, sustainable services and solutions that would otherwise either not be possible or have much higher costs.

Results

In 2017, WFP completed a range of supply chain and telecommunications activities to support relief and recovery initiatives after the devastation caused by Hurricane Maria. WFP's UN Humanitarian Air Service (UNHAS) was the first to transport a total of 836 passengers and 10,096 kg of cargo benefitting 31 humanitarian entities across islands. In Dominica, WFP assisted with the transportation and distribution of food and relief items, including by providing logistics services such as transport, storage and operation support under full-cost recovery basis for the humanitarian community under Service Level Agreements (SLAs).

In collaboration with Ericsson Response, vital telecommunications connectivity was established in disaster-affected regions in Dominica, benefitting 2,900 users from over 60 agencies as well as communities. WFP also provided capacity strengthening to the Caribbean Disaster Emergency Management Agency (CDEMA) and the Government of Dominica by providing them with training, tools, guidelines and maps. In the case of Dominica, five infrastructure assessments were also completed to assist in the wider recovery and response planning.

Throughout 2018, WFP continued to provide connectivity services to government institutions, humanitarian agencies and communities. The telecommunications equipment was finally transferred to the Government in March 2018 with a final telecommunications workshop with participation from the Governments of Dominica and Trinidad and Antigua, CDEMA, the humanitarian community and the private sector. Discussions were held around coordination, connectivity, capacity building, drone assessments as well as other technology solutions for emergency telecommunications. In addition, lessons learned and solutions to streamline future emergency responses were further identified.

Continued supply chain expertise was made available to the Government of Dominica in 2018. A training on supply chain, port operations and commodity and warehouse management was facilitated and attended by 24 government staff. Key logistics operations products were provided, such as standard operating procedures (SOPs) for truck movements, use of waybills, port operations and customs, a tracking tool for stock management reports and a warehouse management handbook.

In preparation for future assessments and response, telecommunications and assessment equipment such as connectivity equipment and drones has been prepositioned in UNHRD Panama to rapidly respond to future emergencies, taking into account learnings from the Hurricane Maria and Irma Response and from the ETC workshop in March 2018.

Further activities completed in 2018 include:

- A Basic Warehouse Management training was delivered to five staff from the DASPA (Dominica Air & Sea Port Authority) aiming to improve DASPAs efficiency in warehouse activities.
- A Warehouse Assessment of the Ministry of Education's storage units in Roseau was carried out to evaluate the current operations, maximize warehouse space utilization and to identify warehouse management procedures and potential recommendations for improvement.
- A refresher course on humanitarian supply chain, commodity and warehouse management focused on inventory control was delivered. Among the participants were eight government operations staff from different ministries.
- A Mobile Office Assemblage and Mobile Storage Unit (MSU) trainings were conducted to DASPA staff and other government offices in order to build their logistics skills capacities.
- WFP supported the Office of Disaster Management (ODM) in Jimmit to improve commodity handling/stacking and inventory control procedures and to maximize the utilization of the space.
- WFP Logistics Team worked on enhancing logistics supply chain coordination between the United Nations Development Programme (UNDP) and humanitarian partners to deliver building material from Roseau Port to different partners' extended delivery points (EDPs). WFP conducted warehouse assessments with NGOs to confirm availability of space, warehouse safety and security regulations for the arrival of roofing material.
- Facilitated and managed the storage of humanitarian relief cargo for 18 partners including UN partners, NGOs and government at Roseau seaport and dispatched over 800 mt of relief items including both in-kind food and non-food items (NFIs).
- Coordinated and managed information as Access Constraints Map (ACM), and identified customs clearance bottlenecks.
- Supported the delivery of over 2,000 mt of roofing material around the island.
- Transferred assets to the Government of Dominica through ODM for an amount of more than USD 500,000 (logistics assets; prefab offices; cars; IT material).

Drones in Emergencies

This was the first time WFP used Unmanned Aerial Vehicle (UAV) such as drones in the region of Latin America and the Caribbean for damage assessments after a disaster.

A shared digital platform was created to ensure that high-resolution satellite and UAV images from different sources were made available to the Government and humanitarian responders. The platform was developed with OpenAerial Maps and Werobotics. These images and maps provided information that was crucial to the humanitarian response of the Government, UN agencies and NGOs. For the first time, a joint-collaboration between multiple entities across multiple islands teamed up to create a centralized repository for aerial assessments across the affected islands.

In Dominica, for example, the platform enabled WFP to coordinate drone flights and ensured the approval by government authorities. Furthermore, close engagement with the local communities took place, ensuring agreement on the assessments taking place prior to being carried out. WFP ensured local communities were included throughout the process, leveraging the established Connectivity Centers set up by WFP and the Emergency Telecommunications Cluster in Dominica.

Thanks to the data and information provided by Facebook, WFP was able to determine where the connectivity and energy access gaps were in the affected islands. The information allowed WFP to verify and improve the accuracy of the reports received from other sources to support the restoration of connectivity and infrastructure on the islands. In Dominica, WFP used the data to prioritize communities in the east of the island and areas identified as vulnerable according to the data and that were overlooked in the initial response.

Figures and Indicators

Data Notes

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WFP delivered building material from UNDP to Caritas Antilles to rebuild the homes of a community in Dominica.