



Télécoms Sans Frontières

Mission Report

Hurricane Matthew - Haiti

October 2016



CONTEXT

On 3rd October 2016, Category 4 Hurricane Matthew hit the south west tip of Haiti with sustained wind speeds of 233 km/h. According to the United Nations, 1.4 million people are in need of humanitarian aid and at least 546 Haitians are reported dead.

DEPLOYMENT

A team of TSF ICT specialists arrived in Santo Domingo (Dominican Republic) on Tuesday 4th October 2016 then deployed on Wednesday 5th to Port-au-Prince. The teams were dispatched to the towns of Jérémie and Les Cayes respectively on 6th and 7th October in order to provide telecommunication support to the Departmental Emergency Operations Centres (COUD) and international NGOs. A reinforcement team from TSF's Operational Base for the Americas and the Caribbean in Mexico arrived in the field on 9th October.

CHRONOLOGY OF EVENTS

04/10: Arrival in Santo Domingo

05/10: Arrival in Port-au-Prince

06/10: ICT support to the COUD and humanitarian community in Jérémie

07/10: ICT support to the COUD and humanitarian community in Les Cayes and beginning of Humanitarian Calling Operations in the department of *Grand'Anse*

08/10: Beginning of Humanitarian Calling Operations in the department of *Sud*

09/10: Arrival of reinforcement team with a VSAT in Port-au-Prince

17/10: Deployment of VSAT in Jérémie

21/10: VSAT installation in Jérémie

AREAS OF INTERVENTION

The following map summarises the various operations undertaken by TSF and the zones in which teams intervened



ASSESSMENTS



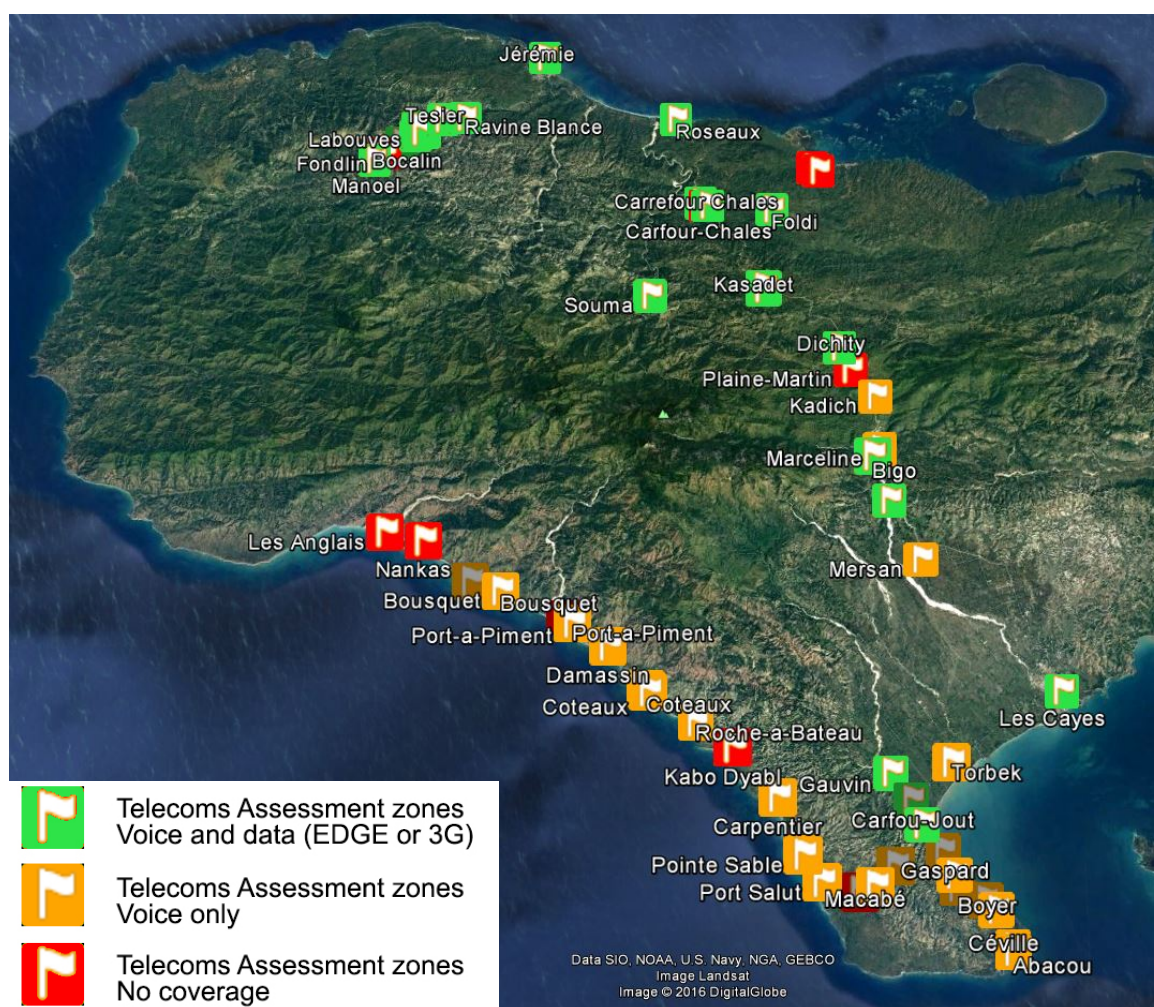
Grand'Anse Department assessment

The DIGICEL network (the principal MNO in Haiti) was restored in Jérémie (Capital of Grand'Anse) on October 7th. The data network was back in service the day after the passage of the hurricane, but remained unstable until October 11th.

However, a lot of the department was out-of-coverage for several days, not least of all the coast area, which was not only the zone most heavily impacted by the storm surge, but also the most difficult to access by road.

Sud Department assessment

The DIGICEL network in Les Cayes (Capital of Sud) was operational two days after the hurricane passed through the country. Its data network was restored the same day but was unstable for several days following.





Since the devastating earthquake that occurred in 2010, TSF has maintained a permanent telecoms response capacity in Haiti. In collaboration with the National Association of the Scouts of Haiti, emergency telecommunications kits are pre-positioned throughout the country. Scout volunteers have been trained by TSF in order to be fully operational and deploy the kits in the direct aftermath of a crisis situation.

In coordination with TSF, the kits and volunteers were made available to the humanitarian community, as well as the Civil Protection body (DPC), and the National Emergency Operations Centre (COUN). The deployment of these kits took place in the hours following the passage of Hurricane Matthew.

Upon its arrival, the first TSF team reinforced its support to the National Disaster and Risk Management System. Two satellite connections were installed in the COUD in Jérémie (*Grand'Anse*) and Les Cayes (*Sud*). These towns are the starting point for the dispatching of aid for Grand'Anse and Sud, coordinated by the COUD and all the humanitarian action in the country is coordinated by the COUN. The communication between the COUDs and the COUN is essential for a rapid and efficient response.

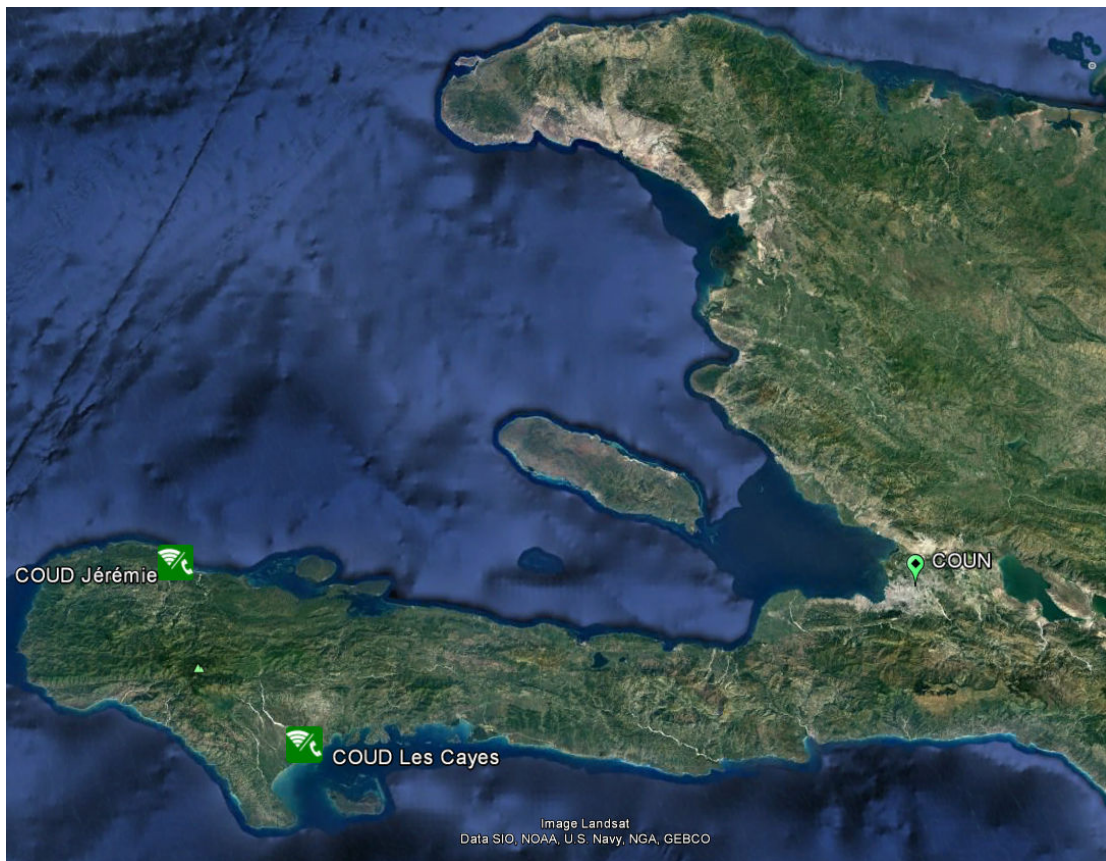
This TSF-funded preparedness programme in collaboration with the National Association of the Scouts of Haiti demonstrates the efficiency of pre-positioned equipment and the impact it has on the national response mechanism in the first few hours following a natural disaster.

The following table shows the total data transfer for each satellite connection according to its location.

Installed at	Town	Province	Communication (satellite)	Average consumption per day	Total data transfer (MB)
COUD	Jérémie	Grand'Anse	Voice & data	1154.27 MB / day	12,696.92
COUD	Les Cayes	Sud	Voice & data	1364.20 MB / day	15,006.16
TOTAL DATA TRANSFER (MB)					27,703

On 21st October, TSF deployed a VSAT to the COUD in Jérémie. This equipment will replace the local internet connection until the service is fully restored. The antenna will stay for a minimum of 1 month and a maximum of 3 months to strengthen the local and international coordination.

Simultaneously, in collaboration with the United Nations Emergency Telecommunications Cluster (ETC), FITTEST is deploying a VSAT to the COUD in Les Cayes in replacement of the temporary TSF internet connection.



Response organisations are facing a particularly difficult context, with a cholera epidemic sweeping across the country and security conditions that render their work challenging. TSF has made available 2 dedicated satellite lines to the International Medical Corps and Belgian NGO, Kenbe Fèm. These lines are used to ensure the safety of humanitarian personnel whilst they are operating in high-risk areas, making certain that their teams can be contacted at all times, and indeed can call out in the event of deteriorating security conditions.



In parallel to the activities in the national operations centres, Télécoms Sans Frontières has carried out calling operations for the population in Grand'Anse and Sud with the assistance of the Haitian Scouts. As of October 16th, 468 households (representing 2,461 individuals) had been able to restore family links thanks to these operations.

On the October 16th, TSF telecommunication assessments showed that the voice mobile network coverage was recovering rapidly in a large part of the affected zone and that mobile data in the most populated areas was also present.



Dates of operations

07/10/2016

-

16/10/2016

Number of beneficiaries

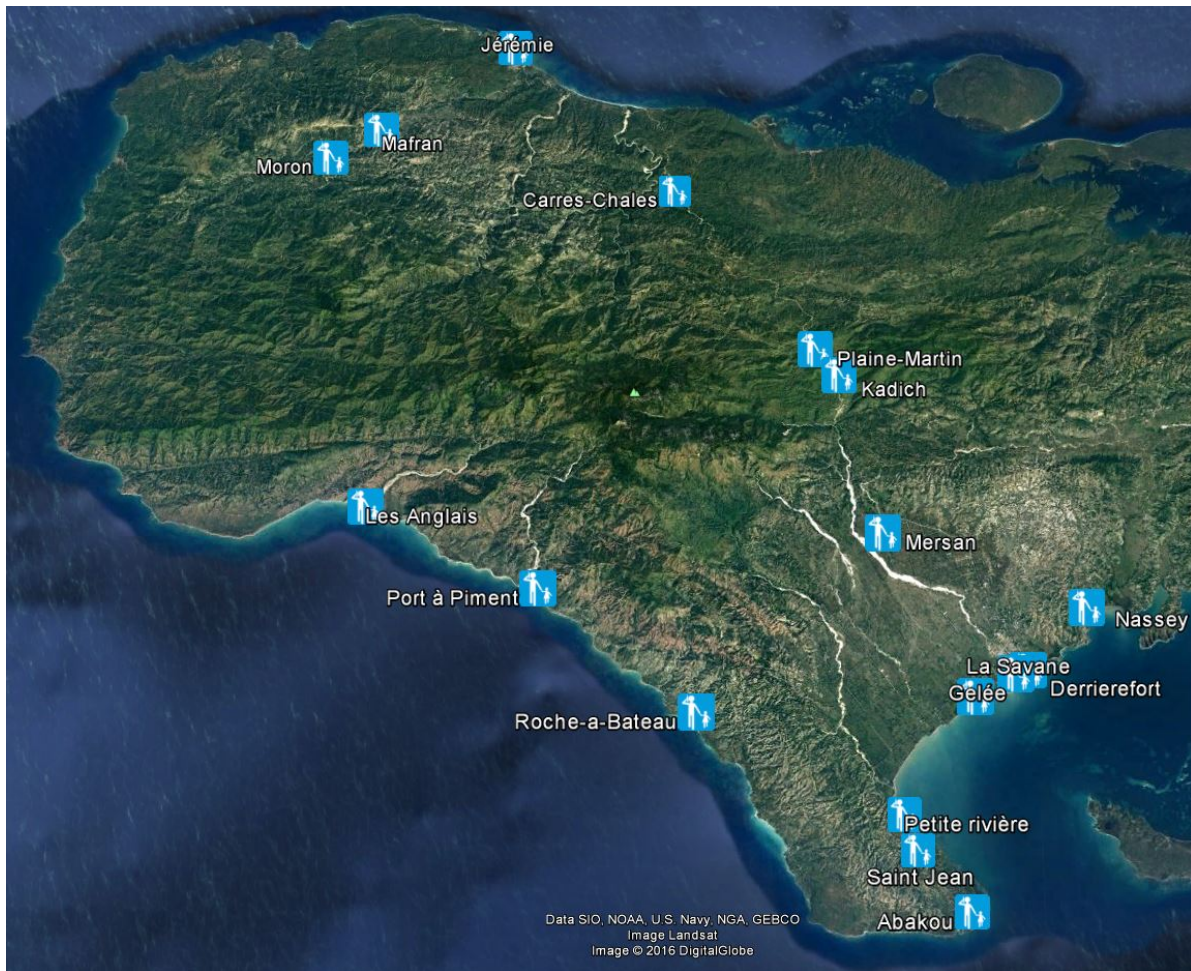
2,461

Calling minutes

1,052

Communities covered

19



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