

TÉLÉCOMS SANS FRONTIÈRES

Flooding in Haïti - Santo Domingo

25 may 2004 - 18 june 2004



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1. Evaluation of the disaster

The first news fell on 24/05/04

Heavy rains from 23 to 25 of may on Hispanola insland caused major floodings in Santo Domingo and Haiti.

Deforestation and poverty made even worst the consequences of the disaster ; rivers, mudslides and stoneslides swept away human beings, cattle and houses.

Rains cause the rivers to overflow in the south, east and west regions of both countries, killing more than 2000 people with hundreds of missings and wiping out more than 5000 houses.

The areas are completely isolated. Access is very difficult,. In Haiti, we can access to the area only by helicopter.

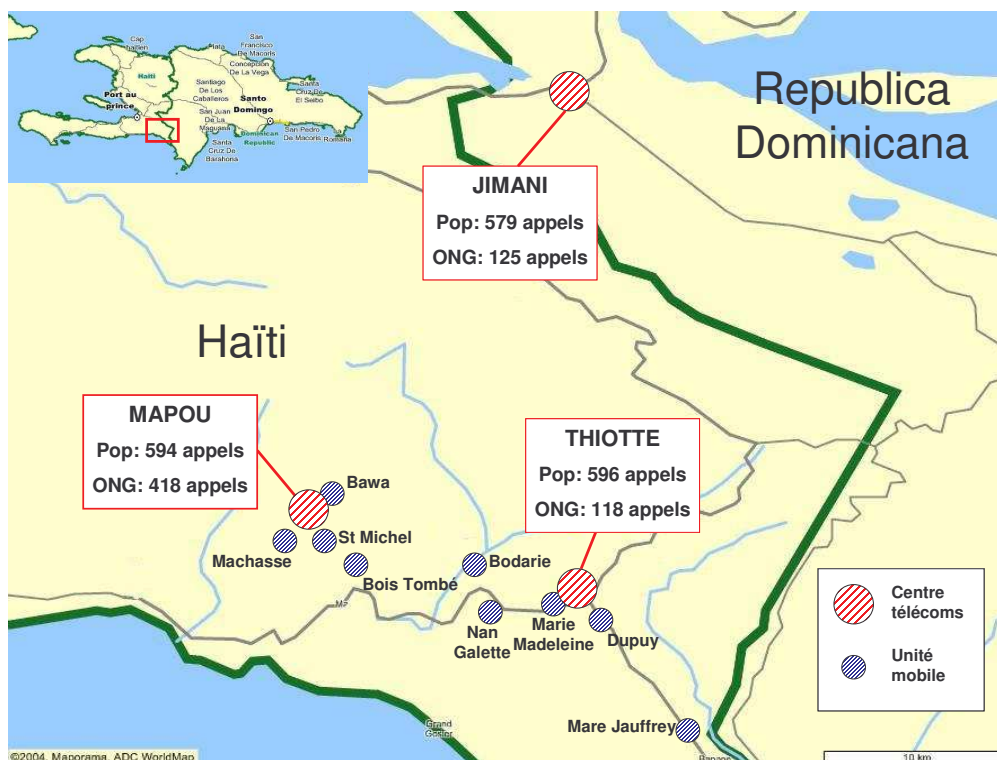
Telecommunication network is badly damaged in Jimani, phone and electrical network are out of order. Data transmission had never existed.

A large number of NGOs, organisations, and local forces have already responded to the emergency and are mobilising their means to affected areas. They have no communication available, and populations are isolated and without means of communications.

The evaluation was carried on with local and international forces who showed a great interest in telecommunication for both countries.

TSF decided to intervene as soon as possible in Santo Domingo (Jimani) and Haïti (Mapou and Thiotte) with the objective to install satellite phones for the population and Internet facilities for the different relief organisations.

2. Location of the operations



3. The mission

4 technicians based in Managua took the first flight the day after notice on 25 may 2004.

As soon as they landed in Santo Domingo, they joined ECHO, the Red Cross and local governmental organisations. Decision was taken to intervene on Jimani (Santo Domingo), Mapou and Thiotte (Haiti).

TSF was on duty from the 2605/04 at the Centre de Operaciones de Emergencia (centre for emergency operations) in Jimani, with 4 technicians and **11 satellite lines** (8 mini-M-satellite telephones and 3 GAN- Internet data transmission, 4 PCs, fax, printers).

Intervention in Jimani and immediate installation of the first Internet centre and satellite telephones on the 27/05/04 a.m..

The team was splitted and 2 technicians took the first helicopter on the 30/05/04.

Immediate installation of the first Internet centre and satellite telephones in Mapou on 30/05/04. Evaluation of the needs with the different organisations then installation of telecom centres in priority areas. The need is increasing and very important. It is very difficult to access the town of and it was decided to create a base mainly to give telephone facilities to the population.

In order to meet the increasing needs, another TSF team (2technicians) and technical equipment had been mobilised.

We also called on local volunteers to be able to face the activity of the different telecommunication centres.

Our set-up is as follow :

Santo Domingo : 1 operational center in Jimani, coordination centre for the governmental authorities..

Haïti : 2 operational centres

- Mapou-Bicentenaire (school - hospital)
- Thiotte (local radio building) + mobile teams in the communities of Bodarie, Nangalet, Mare Mirande, Mare Jauffrey, Dupuy and Marie Madelaine.

4. Beneficiaries

4.1. Total number of beneficiaries

Population : **2311 families of beneficiaries**

NGOs : **50**

- Organisations located in Jimani : Iglesia Bautista (BWA), Cruz Roja Dominicana, UNDAC/OCHA, IFRC/PADRU, Oxfam International, Save the Children, Vision Mundial, Sur Futuro, EDESUR et les institutions du Centro de Operaciones de Emergencia (Secretaría de Estado de las Fuerzas Armadas, Policía Nacional, Secretaría de Estado del Medio Ambiente y Recursos Naturales, Secretaría de Estado de Obras Públicas y Comunicaciones, Ayuntamiento del Distrito Nacional de Santo Domingo (ADN), Secretaría de Salud Pública y Asistencia Social, Secretaría de Estado de Interior y Policía, Oficina Nacional de Defensa Civil, Cruz Roja Dominicana, Oficina Nacional de Planificación, Cuerpo de Bomberos de Santo Domingo, Instituto Nacional de la Vivienda (INVI)

- Organisations located in Thiotte : personnel médical de l'hôpital de Thiotte, protection civile haïtienne, santé publique haïtienne, Nations Unies (OCHA, UNDAC), Fédération Luthérienne Mondiale (FLM), CONCERN Irlande, OXFAM UK, Eglise Catholique, Visión Mundial, Brigada Médica Cubana (BMC)

- Communities located in Thiotte : Thiotte, Bodarie, Nan Galette, Mare Mirande, Mare Jauffrey, Dupuy, Marie Madelaine.

- Organisations located in Mapou : AAA, BMC, CICR, CRF, CRH, FEDERATION, ICCCAT, MDM, MSF Belgique, MSP, OPDM, OXFAM GB, PAM, POLICE NATIONALE, PPC, PROTECTION CIVILE, UN/OCHA, UNDAC, WFP, UNICEF

- Communities located in Mapou : Mapou Bicentenaire, Saint Michel (Plaine Mapou, Nan Didier, Nan Roche), Bois Tombé (Bawa, Tiplace X), Bawa 2 (Citadelle, Ninive), Cacomte (Machasse 1), Machasse 2 (Sentier, Terre Rouge, Calabé Platon)

4.2. Catchment population :

NGOs

Total : **87, 72%**

| | |
|--|--------------|
| NGOs Total (Jimani, Thiotte, Mapou) | 57 |
| Number of beneficiaries | 50 |
| Catchment NGOs and institutions | 87,72 |

Santo Domingo

- Jimani : 75% (21/28)

Haiti

- Thiotte : 100% (9/9)
- Mapou : 100% (20/20)

Population

Total : **23,8%**

| | |
|---|-------|
| Population Total Jimani, Thiotte, Mapou | 48500 |
| Number of persons/family | 5 |
| Number of families | 9700 |
| Direct beneficiaries | 2311 |
| Catchment population % | 23,8 |

Santo Domingo

- Jimani : **30,16%** (754 families/2500)

Haiti

- Thiotte : **13,36%** (695 families/5200)
- Mapou : **43,1%** (862 families/2000)



5. Main objectives

Immediate assistance on site to victims and relief teams, giving access of satellite telecommunication means (telephone, Internet, emails, data transmission, videoconference....) until the telecommunication network is available.

To satisfy the needs in telecommunications of local authorities, NGOs, relief teams, international agencies, local population on both sides of the border.

6. Objectives achieved for NGOs

6.1 Global results

Technical assistance for the coordination of local and international relief organisations, international agencies, offering satellite telecommunications services, and facilitating the logistics of the operations at Jimani, Mapou and Thiotte.

3 telecommunication operational centres : Jimani, Thiotte et Mapou

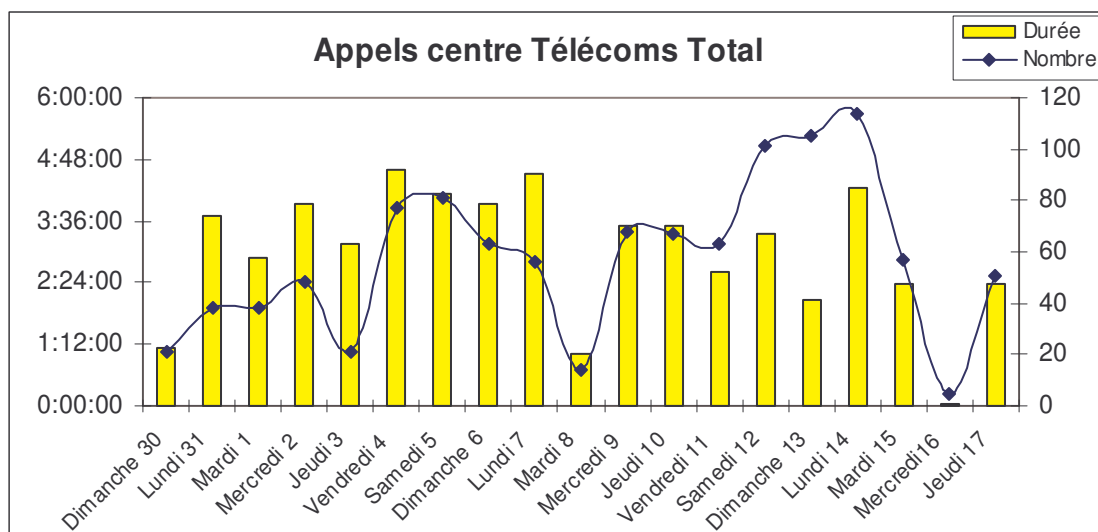
| | NGOs calls | NGOs time | Average call |
|---------------|------------|-----------|--------------|
| Jimani | 166 | 04:49:40 | 00:01:44 |
| Total SD | 166 | 04:49:40 | 00:01:44 |
| Thiotte | 181 | 08:27:32 | 00:02:48 |
| Mapou | 905 | 48:36:18 | 00:03:13 |
| Total Haïti | 1086 | 57:03:50 | 00:03:08 |
| Log TSF | 164 | 09:49:23 | 00:03:36 |
| TOTAL MISSION | 1416 | 71:42:53 | 00:03:15 |

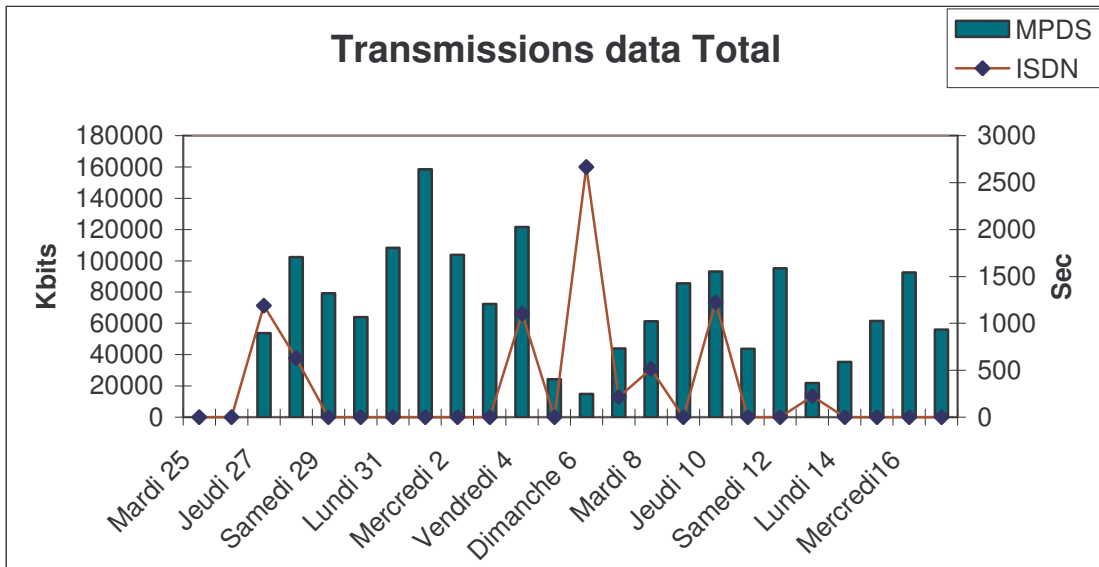
| TOTAL | JIMANI | MAPOU | THIOTTE | TOTAL |
|--------------|--------|---------|---------|---------|
| MPDS (Kbits) | 407812 | 1016668 | 169339 | 1593819 |
| MPDS (Mbits) | 407,8 | 1016,7 | 169,3 | 1593,8 |
| ISDN (sec) | 1817 | 3307 | 2638 | 7762 |

data telecoms centres connections

Telecoms centres telephony

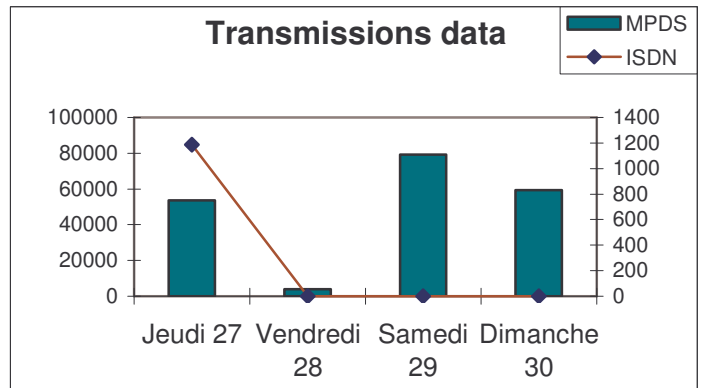
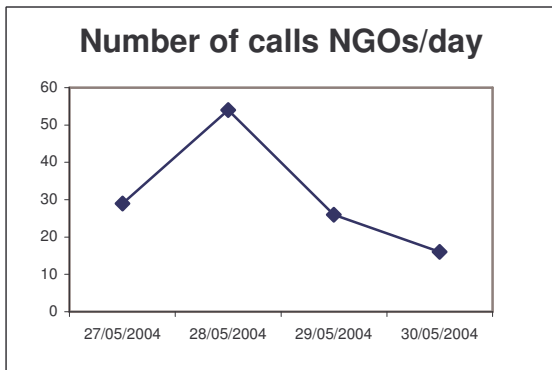
The main activity for the NGOs was in Mapou which represents 63% of the activity far above Thiotte (18%) and Jimani (19%), with a higher average calling time. This shows the importance of the telecommunications for the coordination of all humanitarian operations.



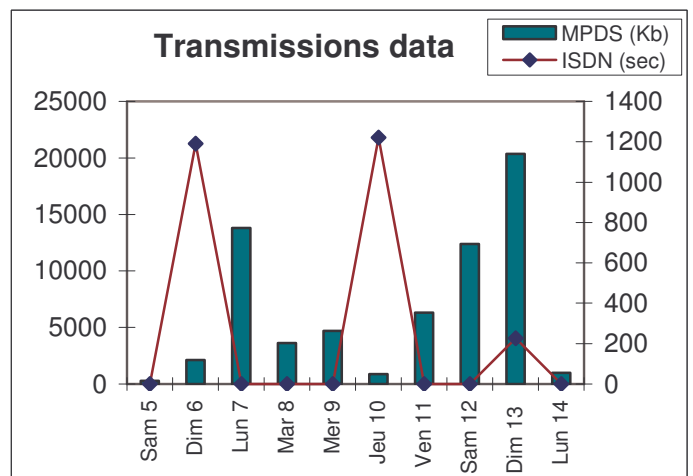
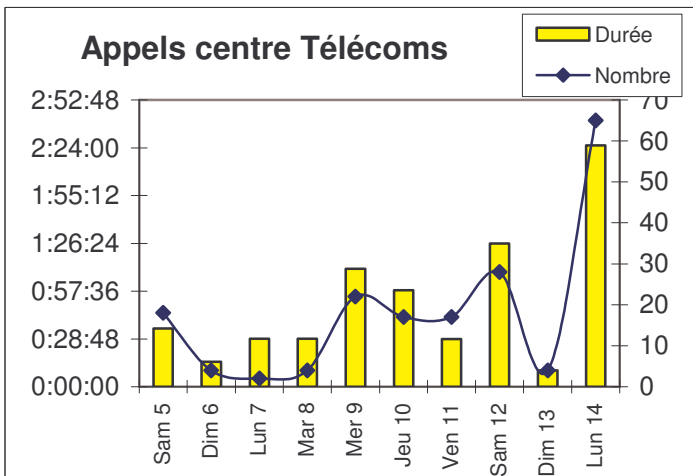


6.2. Results splitted by centres

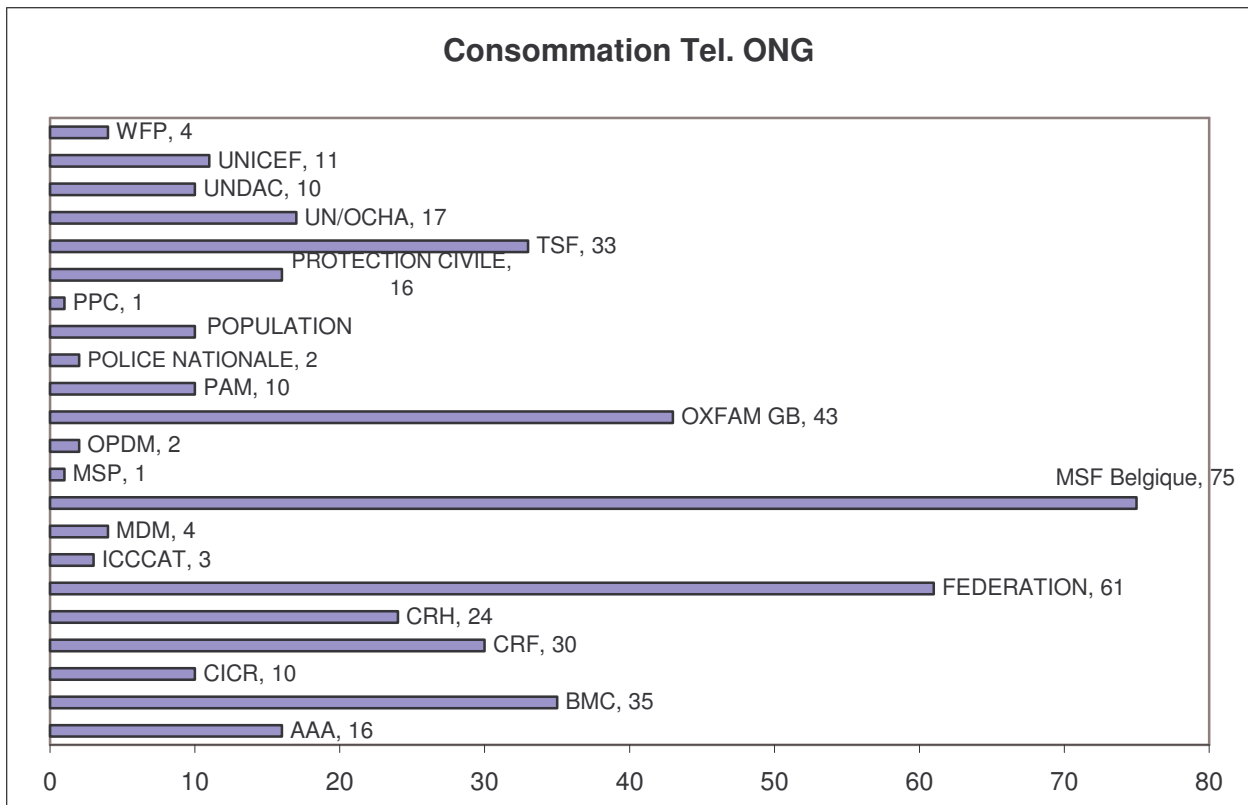
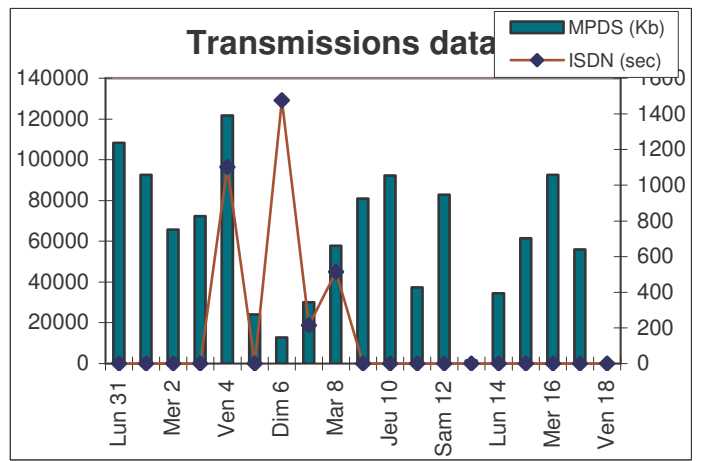
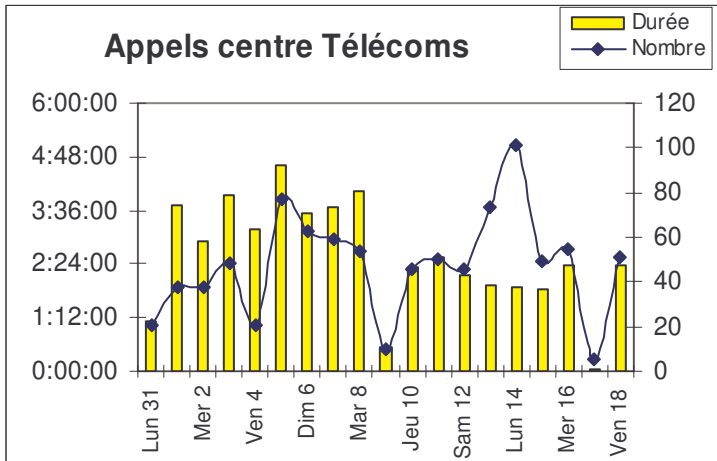
- Jimani :



- Thiotte :



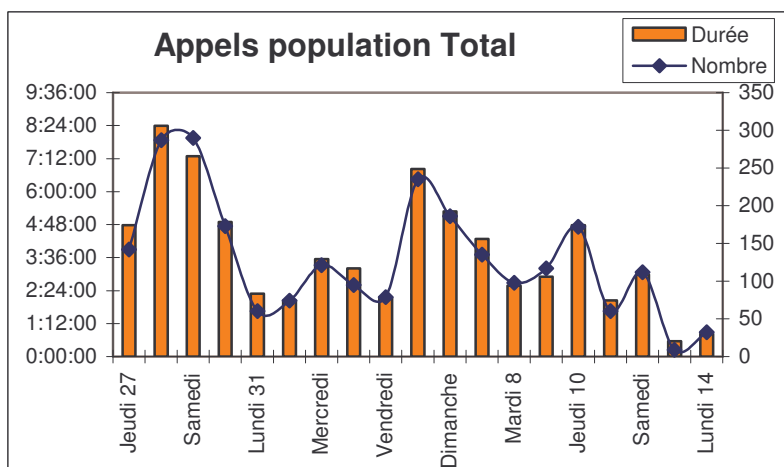
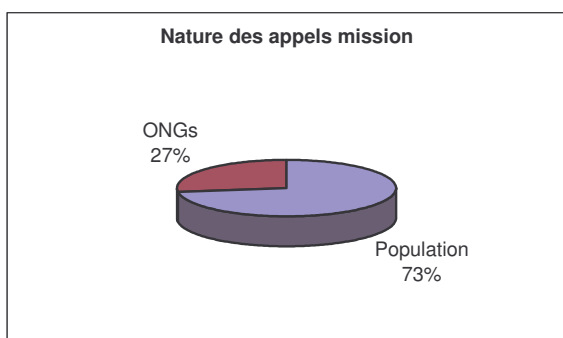
• Mapou :



7. Objectives achieved for the population

7.1 Global results : 2311 families of beneficiaries

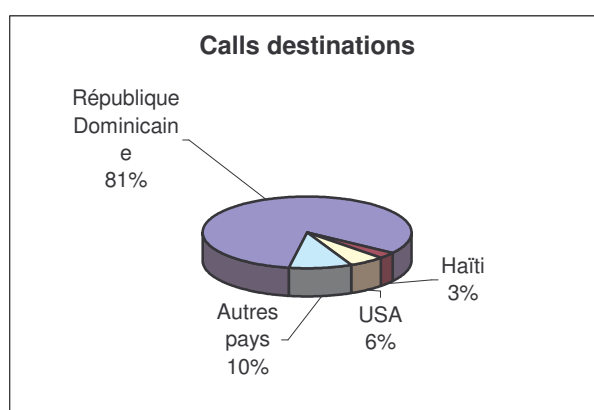
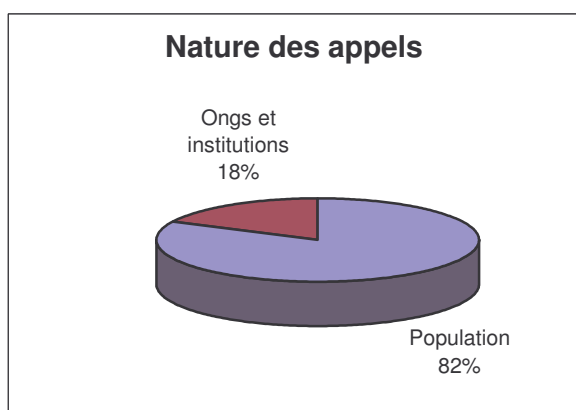
| | Population | Time | Average call |
|-------------|------------|----------|--------------|
| Jimani | 754 | 21:59:37 | 00:01:45 |
| Total RD | 754 | 21:59:37 | 00:01:45 |
| Thiotte | 695 | 19:55:00 | 00:01:43 |
| Mapou | 862 | 24:53:18 | 00:01:43 |
| Total Haïti | 1557 | 44:48:18 | 00:01:43 |
| Total | 2311 | 66:47:55 | 00:01:44 |

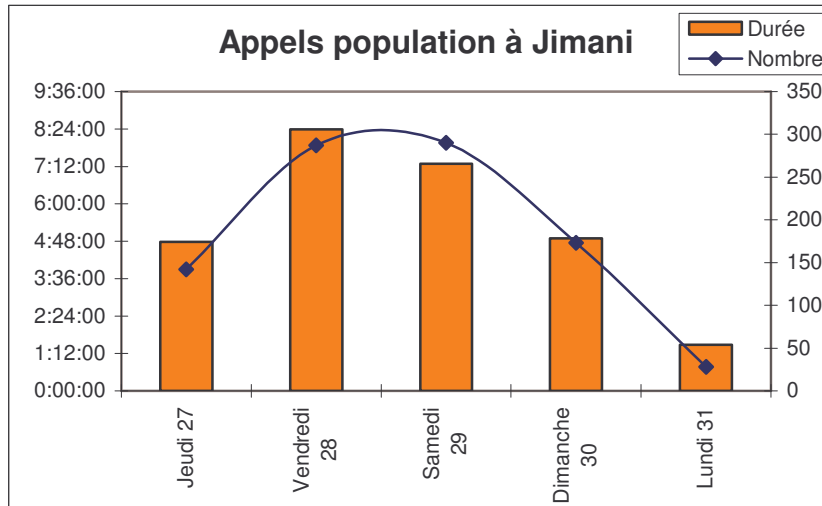


7.2. Results splitted by centres

SANTO DOMINGO

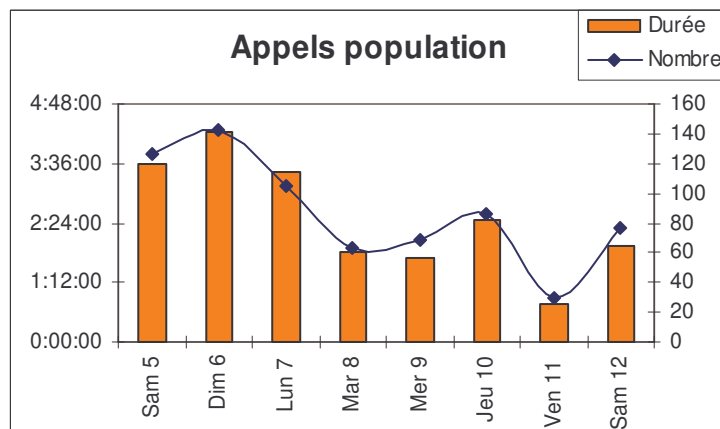
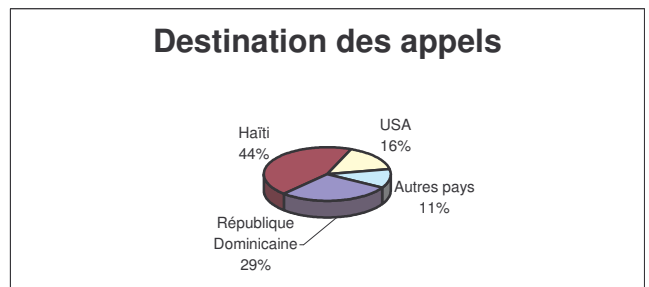
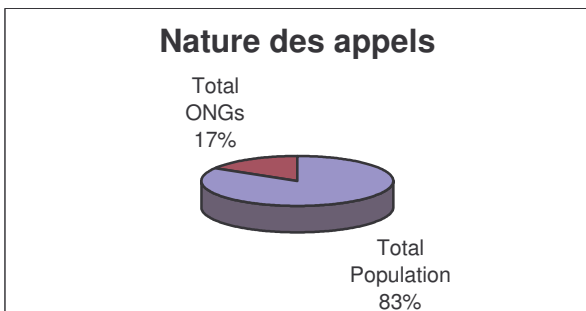
Jimani : 920 Families of beneficiaries



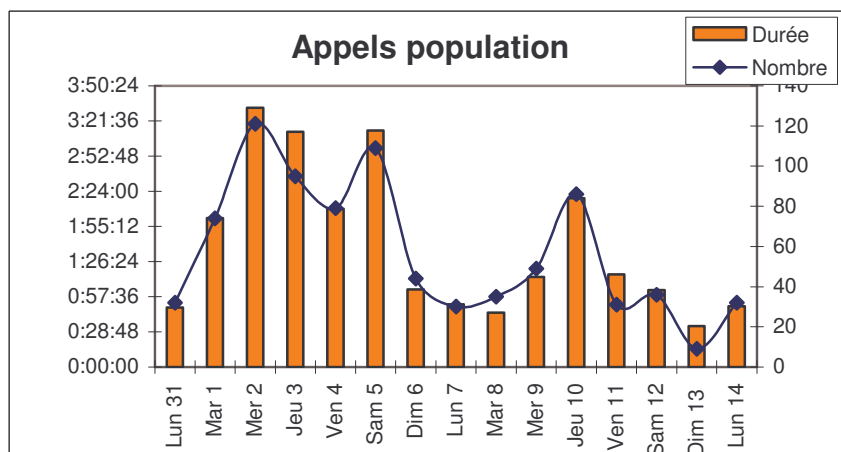
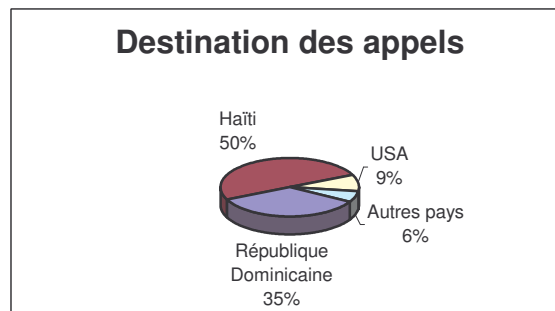
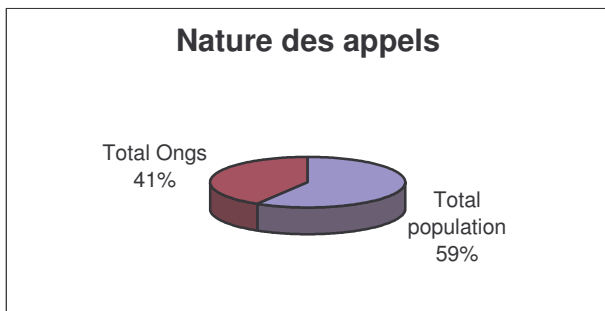


HAITI :

Thiotte : 695 families of beneficiaries



Mapou : 862 families of beneficiaries



8. Activities

Deployment of 3 telecommunications centres :

Operational centre in Santo Domingo :

- Jimani from 27/05/04 to 30/06/04, **11 satellite lines**, composed of 8 MiniM- satellite telephones et 3 GAN – Internet data transmission, 4PCs, fax, printers.

Operational centres in Haiti :

- Thiotte : 30/05/04 to 18/06/04, **8 satellite lines**, composed of 7 MiniM- satellite telephones and 1 GAN – Internet data transmission , 2 PCs, printer.

- Mapou : 05/06/04 to 14/06/04, **8 satellite lines** composed of 6 MiniM- satellite telephones and 2 GAN – Internet data transmission, 2 PCs, fax, printer.

- **Humanitarian telephony**

Psychological help – family links :

Calls with an average of 2 minutes per family at local or international level. Demand for personalised help, sending money...

A lot of people with psychosomatic problems were care for (MSF Belgique). A telephone call allows quite often to reduce the isolation of the victims and help them to face the disaster with more energy. It is also a help for the people who receive the calls. A telephone call helps the whole family, the victims but also the relatives who are trying to gather more information on the disaster.



- **Telecommunications centre for the NGOs :**

As soon as TSF team arrived on the site, installation of our equipment (Jimani - Town Hall, Thiotte – Radio station, Mapou – school – hospital)



TSF and logistics :

Relief operations and arrival of humanitarian help to Santo Domingo and Haïti had been delayed due to a lot of difficulties to access the sites. In Haïti, we could access only by helicopter or by foot. The telecommunication equipment put in place by TSF enabled to guarantee the logistics of all the organisations on the site:

- Logistics for all sendings and receptions for humanitarian help,
- Urgent requests for medicines,
- Food dispatching : 10/06, 11/06, 12/06, 13/06,
- helicopter flights,
- Coordination and calls for all the NGOs and organisations on the site,
- Loan of satellite telephones for NGOs going to remote locations.

- **TSF and administrative tasks :**

- Internet connections : sendings mails and daily reports to Port-au-Prince and to the headquarter of each organisation working on the site.
- Telephony : daily phone calls to Port-au-Prince and to the headquarter of Organisations working on the site.
- Office tasks : reports, pictures, printings....
- Permanent connection of a satellite phone to receive calls (this number was known by all organisations on site).

- **TSF and medical activities :**

- Daily epidemiological follow-up : epidemiological alerts, daily follow-up on the number of people affected by epidemy or sickness,
- Evacuation of serious cases to Port-au-Prince : number of evacuations 6 (BMC/MSF),
- coordination with hospital in Thiotte,
- Urgent orders for medecines
- Evaluation of malnutrition by MUAC,

- **TSF and circulation of informations :**

Report on damages and consequences (including pictures), follow-up on malnutrition, on the daily situation in real time.

9. TSF departure : general situation

- Mapou : First emergency phase is achieved, rehabilitation phase starts.
- Decrease of number of calls for NGOs and for the population (a lot of people are coming back to phone but their need is not as urgent as before).
- First car came on 12/06.
- Presence of a telecommunication delegate sent by the Federation.
- Moving out of the operational centre on the 12/06.
- An operational centre is put in place in Belle-Anse (south of Mapou) to ease operations in Haïti and the logistics of the Red Cross. Humanitarian help can come by road from Pedernales in Santo Domingo, near the border.
- Schools are opened, Unicef works withe educational department and increases the capacity of of existing schools to allow 1000 pupils who lost their school to go back to class.
- Moving out of the hospital MSF/BMC.
- The Red Cross (Inmarsat), Oxfam (Inmarsat), Unicef (Irridium), MSF (Inmarsat) et UNDAC (Irridium) have their own satellite telephones.

| | Jiman i | Thiotte | Mapo u |
|---------------------------------|------------|---------|-----------|
| Total days on site for TSF | 4 | 9 | 20 |
| Working days TSF | 4 | 8 | 18 |
| Working days TSF for population | 4 | 8 | 13 |
| Working days TSF for NGOs | 4 | 8 | 16* |

* 2 days generator out of order

TSF moves out of Mapou on 18/06/04, making sure that all the organisations still on site could communicate autonomously and also that population needs were fulfilled.

10. Conclusions.

Telecoms Sans Frontières team arrived on the site within 24 hours after notice of the flooding. The telecoms needs were huge on the 3 operational centres, Jimani, Mapou and Thiotte. The flooding was of the same seriousness in Santo Domingo and Haïti, but Haïti needed a lot more help than its neighbour. Our operations were therefore lighter in Santo Domingo than in Haiti.

In Haïti, the communities of Thiotte and Mapou never had telecommunication network.

After such a disaster, people lost one or several family members and were shocked. With the help of our service, the people of Jimani, Mapou and Thiotte could get a vital psychological help. When they were calling their family, they also could get a personalised help (medecines, money....).

The service delivered to the NGOs in Jimani, Mapou and specifically in Thiotte had been essential and had been a key element for the logistics of all the humanitarian help. Beyond the help brought for the coordination, TSF had a key role for the circulation of the information, and the medical assistance for all organisations on site.



Witness stories Santo Domingo Haiti

Shannon STROTHER (UNICEF)

« Excellent service. Team open and communicative. Extremely practice and useful. Especially important as it served as a focal point for communication which permitted various humanitarian actors to be free to move (access) and not miss important communications. Excellent professional team. »

Edouard OVILE (UNDAC)

« Je pense que TSF est venu combler un grand vide dans le système d'intervention humanitaire en cas de désastre en terme de liaison inter agence. De plus, TSF dans son action apporte un appui psychologique très important aux victimes de désastres en les mettant en communication avec leurs parents et amis. »

Alberto ZERBONI (MSF Belgique)

« Nous avons trouvé le service génial ! On a pu communiquer par voix et par email tout de suite et cela nous a facilité les évacuations médicales importantes. »

François BENJAMIN (Fédération Luthérienne Mondiale)

« Formidable, il n'y arien à reprocher. Il n'y avait aucun moyen de communication après les inondations, TSF a rempli ce vide et a joué un rôle important, autant pour la population que pour les membres de la FLM. Je souhaite que TSF continue de rendre ce service à tout autre pays où le besoin se fait sentir. »

Lucie EXUME (infirmière Hôpital de Thiotte)

« TSF est un organisme indispensable, il est comme l'air et l'oxygène pour nous. Alors que nous n'avions pas de communications, j'ai pu faire des commandes de médicaments et parler avec mes responsables afin de faire le nécessaire avec les victimes. »

Père PENN Churchill

« Je témoigne que le travail volontaire et gratuit de TSF porte un grand succès à la communauté de Thiotte, durement éprouvée par le désastre. De longue vie pour votre ONG »

Joseph Christian DESGROTTES (Croix-Rouge Néerlandaise)

« TSF a pu relier les familles, les amis, les connaissances, les amoureux par voie de communication dans une zone isolée. De plus TSF m'a facilité la mission en terme de communications. »

Dr. Alex PEREZ (Brigada Medica Cubana)

« El servicio brindado ha sido de mucha ayuda, antes de llegar TSF no existían medios de comunicación ni de enlace entre nosotros y el resto de nuestra brigada en Haïti o nuestras familias en Cuba. Se han ganado mi respecto por tan humanitaria labor. Excelente servicio y personal muy profesional y calificado. »

Emilio HUERTAS (OXFAM GB)

« Es una organización con personas muy comprometidas, su servicio es muy útil, su respuesta fue muy oportuna. Creo que tienen una buena oportunidad para posicionarse como centros de información en emergencias. »

Sylvera GUILLAUME (PNUD/UN)

« C'était superbe, je pense que les gens de Mapou vont regretter le départ de TSF. »

Médy PIERRE-LOUIS (OXFAM)

« Nous reconnaissons que TSF nous a permis d'établir un pont entre Mapou et les différentes parties du monde. Bravo du succès. »

Dr. Miuber CASTILLO (Brigada Medica Cubana)

« No queremos dejar de hacer un reconocimiento a su organización por la labor tan bella que hacen, hemos quedado profundamente enamorados de su proyecto, por la calidad humana, que es desarrollada así como la ayuda incalculable que le brindan a los organizaciones que aquí laboran pero principalmente por la labor que hacen con la población. Gracias a ustedes hemos podido alertar al mundo de la situación de salud existente en la zona. Hemos podido coordinar los estrategias para evitar una segunda tragedia que son las epidemias y sobre todo hemos salvado la vida de muchas personas que fue necesario trasladar por helicópteros. »

Sr. Isaías Sánchez (sinistré)

“Es un servicio muy oportuno, en momentos tan difíciles que esta pasando, esta comunidad. Dignos de reconocimientos.”

Sr. Ariel Volkes (sinistré)

“El servicio que se ofrece en Jimani por Télécoms Sans Frontières, es muy valioso e importante. Este servicio ha significado una ayuda muy oportuna alas personas, debido a que muchas familias han podido, y decirles informaciones acerca de lo que ha pasado, de su situación y la del pueblo. El servicio de Télécoms Sans Frontières es esencial y oportuno.”

Sr. Félix Alexander (sinistré)

“Yo opino que el servicio Telecoms, es muy bueno, porque ha cooperado con esta región.”

Sr. Hansel Abreddo G. (sinistré)

“Esto esperanza maravillosa el que le dejen llamar gratis y me gusto mucho la actitud de estas personas.”

Sr. Rafael Pérez M (sinistré)

“Es un servicio muy bueno, le damos las gracias por todo.”

Sr. Rafael Mancebo (sinistré)

“Recibí el servicio telefónico, para llamar la familia en Santo Domingo.”

Sra. Yokelli M. Ramires Pérez (sinistré)

“El servicio de comunicación, fue muy oportuno, para toda la comunidad y en especial para las personas que tienen su familia fuera de Jimani. ”Aparte de su opinión esta joven le enseñamos hacer llamadas con los Mini-M, la cual ayudo mucho a TSF en Jimani.

Sr. León Ramírez (sinistré)

“Puedo decir que este servicio es de mucha ayuda, para el pueblo en desgracia de Jimaní.”

Sr. Matu (sinistré)

“El servicio que esta brindando esta compañía, ha sido de gran utilidad, ya que es la única compañía con la que la ciudadanía ha contado, para comunicarse con sus familiares, por eso les felicito por la gran labor que han brindado aquí en Jímaní.”

