Issues Faced During Both Events

- Trying to obtain a detailed picture of the extent of the damage
- 24 hour response and management structure (sustained for three weeks)
- Volume of RFS’ received
- Immediate weather risk following the earthquake (wind/rain)
- Potential for public health risk (compromised water and wastewater network)
- Adequate welfare for staff (such as food)
- Continual aftershocks causing further damage
- Shortage of material supply in Christchurch
- Specialist plant from around the country
Dealing with the large amount of offers for assistance from other organisations and members of the public

Making sure subcontractors maintained the required health and safety standards

Understanding when a fix wasn’t working - where permanent fixtures were not holding, temporary fixes were quite often the only course of action – determining this and moving forward was critical

Difficulty in travelling around the city due to building and road damage, road closures and ‘rubber neckers’

The potential of telecommunications failing – came within two hours of losing cellular coverage

Ensuring smooth co-ordination with other contractors who were working in the same area (e.g. telecommunication suppliers, power suppliers)
Net Increase/Decrease of Jobs in CCC Water and Wastewater Event Group
City Care Christchurch Earthquake Jobs Logged by Contract

September 2010

February 2011
Learnings for Clients

- Clear communication lines between contractor, Emergency Operations Centre and client
- More resources than normal will be required, including:
  - specialist subcontractors
  - material supplies
  - communications (backup) equipment
- A maintenance contractor will be required for response work, therefore involve them at the highest possible level of the response planning phase
- Have contingency plans in place for extended outages, including how you are going to provide services and how you are going to rebuild
- Trained staff on front-line call centres, meaning:
  - less investigation required by contractor
  - better details gained from caller
  - greater ability to sort RFS’
  - more focus going on urgent work
- Accurate classification of RFS’ and priority levels so major issues are dealt with promptly and allowing for RFS’ into logical work categories
- Relationships arranged with key specialist subcontractors
Although the cell network remained active – it is important not to rely on the cell network – backups such as RT are critical

- Have welfare systems in place (communications, catering, rostering and support)
- Reporting of information, and ensuring that client and contractor are using the same information/data
- Better access to information and sharing of this information
- Ability to provide accurate information of what is happening
- Reward of efforts to staff
- Back up operation facilities
- Staff welfare
- Staff involvement in the emergency works (response phase)
- Strategy – thinking about the future
- Contingency plan for fuel supplies
To better manage the demand and workflow, the city was split into ten ‘areas’.
Application of Learnings
Application of Learnings

Wastewater Service Status

Legend
Service Status
- Full Service (1095.7 km)
- Limited Service (508.2 km)
- No Service (162.2 km)

Data Source: Area Managers
Data Date: 21 March 2011
Client: Peter Free

Figure Name: Figure 44 Pipe Service Status
Date Printed: 21/03/2011 12:56:01 p.m.
Produced by: GRID Operations Team, CityCare, Pages Road
Application of Learnings – Use of RAMM
Application of Learnings – Use of RAMM