



NAPIER PEOPLE AND PLACES COMMITTEE

Open Attachments Under Separate Cover

Meeting Date: Thursday 3 February 2022

Time: 9.00am

Venue: Via Zoom (Audio Visual Link) and Livestreamed via
Council's Facebook site

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MASSEY UNIVERSITY
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UNIVERSITY OF NEW ZEALAND

Hawke's Bay Regional Alerting Systems Review

December 2021

Executive Summary

The project's purpose is to conduct a gap analysis and review of the current suite of public alerting tools in the Hawke's Bay region. This project also assesses the suitability of other alerting options for use across the region.

Public alerting systems should deliver the best timely information so that people can make an informed decision during a warning with as much time as possible for protective action. **Two of the critical considerations for alerting are providing (1) heads-up and (2) instructions. Heads-up is the ability to inform people ahead of the threat. Instruction is the ability to provide details: what is happening, where, when, and what action is required to respond to the threat.** This review recommends a system of public alerting options.

Recommendations

Emphasis on natural warnings. The public must be aware that an official warning may not be possible for certain events, and natural warnings may be the only source of warning. For local source tsunami, natural warnings are the fastest warnings. The public must be able to know and recognise these warnings and be ready to respond without hesitation. **An enhanced alerting system may cause a risk of people waiting for an official alert before taking appropriate actions.** This risk of overreliance on alerting systems must be mitigated with public education. Aligned with developing warning systems, it is recommended that warning systems MUST be accompanied by public education and with annual drills and exercises. Public education is needed to emphasise the overriding importance of responding to natural warnings.

Backbone. **Emergency Mobile Alerts (EMA) through cell broadcasting, supported by mobile apps, should be considered the backbone of public alerting in Hawke's Bay.** These systems can reach the vast majority of the population and give heads-up and instructions. During the 2019 nationwide EMA test, 77% of New Zealanders had access to the alert. EMAs rely on mobile coverage; to ensure broader coverage to areas with blackspots, we recommend the support of mobile apps. Mobile apps can ingest and replicate EMA using the internet (e.g., through fixed-line networks). Public education should also support the backbone to remind people about natural warnings and limits of EMA and mobile app systems.

Infill options. Additional layers of regionally coordinated alerting are needed to cover groups and pockets. An alternative option where cellular coverage is lacking is the voice-over-internet-protocol (VOIP) auto dialler system. Engagements, public education, and coordinated warning arrangements should be pursued with self-maintaining networks and agencies with people in their care.

Mobile coverage mapping. Further assessment is needed to investigate the available telemetry and alerting options to cover blackspots. An extensive regional study for network coverage should be commissioned. Information from the coverage mapping can be used to lobby for better coverage from providers.

Multi-end-point platform and one-stop-shop. Reinforcement messages should also be distributed through the web and social media to cover redundancy in various channels. A multi-end-point platform is encouraged to distribute alert information to different end-points (e.g. EMA, mobile app, social media, CAP RSS, etc.). The existing webpage on Hawke's Bay public warning system (<https://www.hbemergency.govt.nz/get-ready/public-warning-systems/>) should be maintained to be act as the one-stop-shop that provides clear explanation and access to various warning services.

