



Rotorua Lakes Council

Civil Defence  
Emergency Management Plan 2015

## DISTRIBUTION LIST

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## 1 INTRODUCTION

### 1.1 Role of Rotorua Lakes Council in Civil Defence Emergency Management

Rotorua Lakes Council is required under the Civil Defence and Emergency Management Act 2002 Section 64 (1) to actively plan and prepare for emergencies within the Rotorua Lakes District.

The Council is required to be a member of a wider civil defence group, where regional focussed and cross-boundary planning can be undertaken. Rotorua Lakes Council is a member of the Bay of Plenty Civil Defence Emergency Management Group.

Rotorua Lakes Council actively operates CDEM functions under the 4R's principle:

- Reduction
- Readiness
- Response
- Recovery

### 1.2 Purpose of the Rotorua Lakes Council Emergency Management Plan

The purpose of this plan is to:

1. Detail the operational arrangements of Rotorua Lakes Council in both internal (organisation affected) and local civil defence emergencies (threat to public and infrastructure)
2. Identify persons authorised to declare a state of civil defence emergency within the Rotorua District and persons authorised to act as Local Controllers
3. Give effect to operational requirements set out in the Bay of Plenty CDEM Group Plan
4. Outline the overall recovery strategies for post emergency response

### 1.3 Objectives of the Rotorua Lakes Council Emergency Management Plan

The objectives of this plan are to:

- Provide information that assists in the response to an internal, or a civil defence emergency
- Provide information that will maintain the safety of life and property in the Rotorua District in the imminence of, during, and in the aftermath of, any event necessitating the implementation of civil defence emergency management measures
- Outline the structure and organisation used to address emergency response and recovery procedures within the organisation and the Rotorua District
- Enable staff to conduct the various roles required in an emergency response
- Allow Rotorua Lakes Council Emergency Operations Centre roles to be staffed by those who have limited training in civil defence emergency management

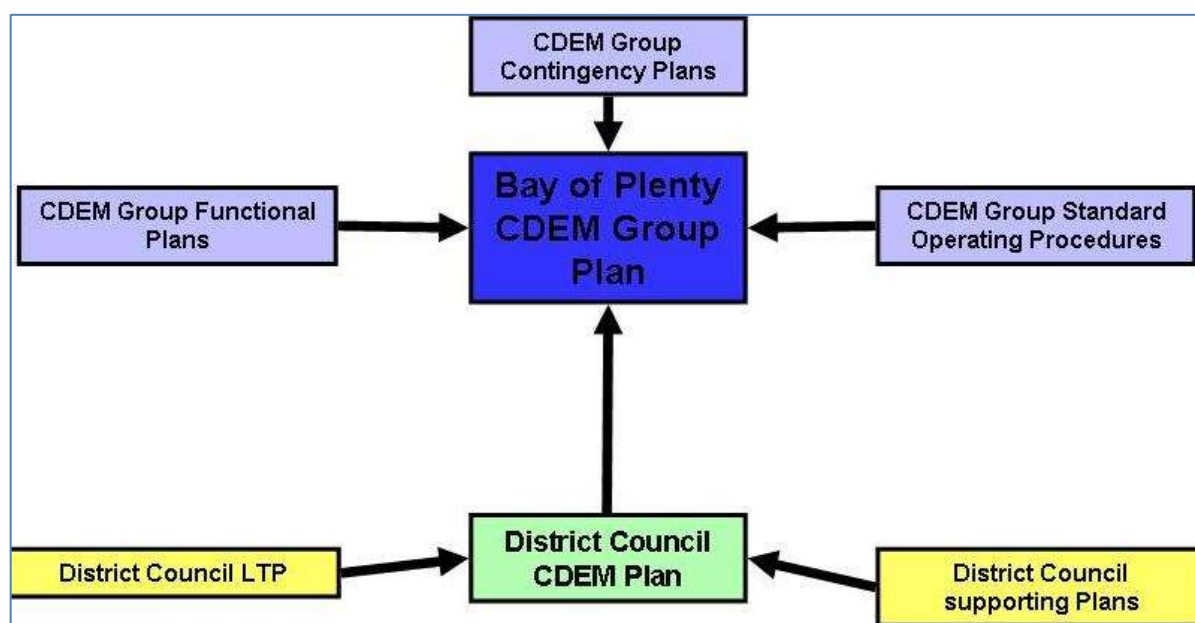
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- Outline the powers available to the Local Controller during a declared local civil defence emergency
- To aid inter-agency liaison and co-operation in local civil defence emergency management

### 1.4 Relationship to Bay of Plenty Group CDEM Plan

The Emergency Management Plan outlines the responsibilities of the Rotorua District Council in a civil defence emergency. The plan is consistent with the requirements of the Bay of Plenty Group plan. When responding to a civil defence emergency within the Rotorua District the Emergency Management Plan should be read in conjunction with the Bay of Plenty Group Plan and supporting Rotorua Lakes Council policy and plans. This plan, the group plan and supporting plans set out to achieve the objectives and performance measures of the Long Term Council Community Plan.

Figure 1 – Bay of Plenty CDEM Group plan structure

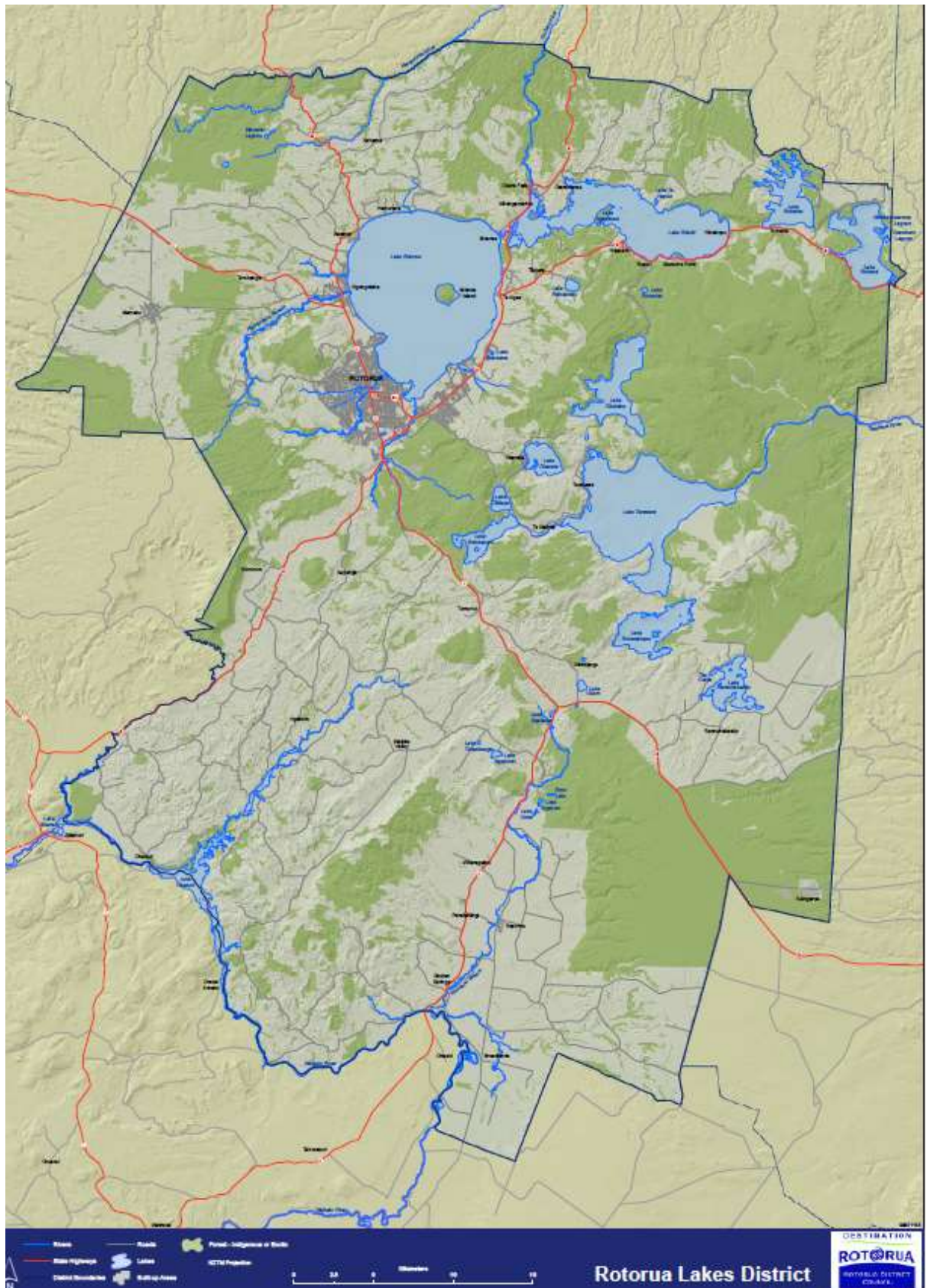


1: BOPEM Group Structure

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## 1.5 Rotorua District overview

### Map of the Rotorua District



2: Map of Rotorua District

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### 1.6 The place

Rotorua has many features that set it apart from other districts. Rotorua District covers 261,906 hectares, and falls almost equally into the Waikato and Bay of Plenty regions. 41% of land use is forest, 43% in agriculture, and 8% of the district's area is made up of lakes.

Founded on the Taupo Volcanic Zone, Rotorua has the most geothermal fields in New Zealand. They provide a unique source of energy and the geothermal activity is highly visible throughout the district with numerous steam vents, hot mud pools and geysers. The volcanic landscape presents opportunities but also risks that need to be factored in when making land use decisions.

Rotorua boasts 18 volcanic lakes, 16 of which are accessible, 120 wetland areas, three major rivers and the Hamurana pure water spring. The lakes are of importance to our community for their recreational opportunities, fisheries and significance to tangata whenua.

Rotorua boasts many outstanding natural features, from the caldera it is formed in, to islands, mountains, landscape features and geothermal areas.

The Rotorua Lakes Council office is based in Civic Centre, 1061 Haupapa Street, Rotorua 3010.

### 1.7 Climate

The Rotorua region has a relatively high altitude (290m/950ft) and enjoys a warm, temperate climate.

The warmest months are January, February and March, where the average temperature can reach 27°C (78°F), while the coolest months are June, July and August, where the minimum temperature ranges between 9°C-13°C (50°F-55°F).

Temperature Ranges:

- Summer (Dec – Feb): Daytime 21°C – 29°C
- Autumn (Mar – May): Daytime 15°C – 26°C
- Winter (Jun – Aug): Daytime 9°C – 16°C
- Spring (Sep – Nov): Daytime 13°C– 21°C

Rotorua has an annual average of 2117 sunshine hours and an average annual rainfall of 1400mm. Rainfall is spread out throughout the year, with the winter months receiving slightly more.

Rotorua is situated inland from the coast and is sheltered by high country to the south and east, resulting in less wind than many other places in New Zealand.

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When combined with the varied landscape of forests, mountains, geothermal activity, rivers and lakes, the mild climate of Rotorua makes the region a top travel destination throughout the year.

### 1.8 People

#### *Population*

Rotorua city has an estimated permanent population of 56,100; the Rotorua District has a total estimated population of 65,280 of which approximately 3,500 live in the Waikato section. 22,413 Māori usually live in Rotorua District (2013 Census). Visitor numbers average 10,000 each day.

Rotorua is a bicultural district with an increasingly multicultural population. Rotorua is the heart of Te Arawa people and Maori culture in New Zealand. There are 34 Marae in the district with some residential areas located in, or on, areas of geothermal activity, with Ohinemutu and Whakarewarewa being the main examples.

#### *Employment*

The unemployment rate in Rotorua District is 10.0 percent for people aged 15 years and over, compared with 7.1 percent for all of New Zealand. The unemployment rate of Māori aged 15 years and over in Rotorua District is 19.0 percent, compared with 15.6 percent for New Zealand's Māori population. For people aged 15 years and over, the median income (half earn more, and half earn less, than this amount), in Rotorua District is \$26,900. This compares with a median of \$28,500 for all of New Zealand. 38.8 percent of people aged 15 years and over in Rotorua District have an annual income of \$20,000 or less, compared with 38.2 percent of people for New Zealand as a whole.

### 1.9 Economy

Rotorua's key economic drivers are the tourism, forestry and wood processing, geothermal and agricultural sectors.

**Tourism:** Rotorua's tourism sector contributes around 11% to the district's economy. The tourism industry is Rotorua's largest employer with contributions in accommodation, bars, restaurants, leisure activities, conferences, events and the retail sector.

**Forestry:** Rotorua has over 64,000 hectares of forest with the forestry & wood processing contributing to 18% of local GDP. It is also the district's second largest employer generating 15% of the district's local economy.

**Geothermal:** Rotorua has numerous geothermal fields identified with policies in place to manage the resource sustainably and safely. This increases our tourism through spa and wellness and can provide heating for the aged care & specific living sectors. It also has uses in the agriculture sector i.e. in glasshouses.



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**Agriculture:** Agriculture contributed around 5.7% to the local economy in 2012. Dairy, dry stock & deer are just some examples of agriculture land used in the district.

## 1.10 Infrastructure

### **Roads**

Five major state highways converge in Rotorua: 5, 30, and 30A near the city centre and 33 and 36 on the outskirts of the city. Most of the industrial and manufacturing activities are concentrated on the northern, eastern and southern highway routes. There are 861 km of sealed roads in the district and 142 km of unsealed roads.

### **Major structures/Bridges...**

The area has:

- 123 bridges
- 19 'large' rural culverts (>1700 dia)

### **Water supply**

The council operates 9 water schemes across the district:  
Central/Eastern/Ngongotaha/Reporoa/Hamurana/Kaharoa/Mamaku/Rotoiti/Rotoma.

The major council assets are:

- 10 water treatment plants
- 18 pump stations
- 22 Reservoirs (sites)
- 719 km of water lines
- Valves, fire hydrants, meters and service connections

### **Wastewater**

The council operates one wastewater scheme in the district which covers the following areas:

- Urban
- Brunswick
- Okere Falls
- Hinemoa Point
- Mourea
- Okareka
- Hamurana

The major assets are:

- Gravity and pressure sewer mains
- Service lines
- 8018 Manholes
- 1 Treatment plant
- 1 Land treatment system
- 83 Pump stations
- 1300 +Grinder pumps

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### ***Stormwater***

All the stormwater systems administered by the Rotorua Lakes Council which covers the following areas:

- Rotorua urban
- Ngongotaha
- Reporoa
- Mamaku

The major assets are:

- 293 km of stormwater pipes
- Manholes
- Open drains
- Streams
- 2 pump stations
- Retention dams
- Silt traps
- 293 km gravity pipeline
- 9.5km subsoil drainage
- 6.8km culverts
- 1 km pressure main
- 11km stormwater channels (includes streams, channels and overland flow paths).

### ***Airports***

The Rotorua Airport, 9km northeast of the city centre, off State Highway 30 and close to large residential areas.

### ***Energy and communications***

#### ***Electricity supply***

The supply network to Rotorua Lakes Council District is operated by 2 companies.

Transpower operate 4 electricity substations Tarukenga Substation, Owhata Substation Gee Road, Okere Substation State Highway 33, and in Rotorua city Malfroy Road and all of the transmission line network.<sup>i</sup>

Unison are the lines company for all the reticulated customer network, they operate 2x 33kv transformer stations Biak Street, Ti Street and 1 proposed 33kv at Waipa. The district also has one hydroelectric dams in operation nearby at Ohakuri.

#### ***Communications***

In Rotorua District, 82.9 percent of households have access to a cellphone coverage, compared with 83.7 percent of households for New Zealand as a whole. The network operators within the region are Spark , Vodafone and 2 Degrees.

However, some parts of the district have poor to no mobile phone reception. 69.1 percent of households in Rotorua District have access to the Internet, compared with 76.8 percent of households in New Zealand.

### **1.11 District risk profile**

The Bay of Plenty CDEM Group Plan identifies the hazards and risks for the Bay of Plenty. Using a ranking system the hazards have been prioritised into two distinct categories;

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High priority hazards and other priority hazards. The hazards identified in the Group CDEM plan are also relevant to the Rotorua district.

### **High priority hazards**

- Flooding
- Volcanic eruption – eruption of near proximity volcano and associated ash fall
- Tsunami (*not in Rotorua*)
- Extreme weather event
- MM8 Earthquake (Heavily damaging)
- Animal disease epidemic
- Human disease – pandemic
- Biological pests / new organisms

### **Other priority hazards**

- Coastal erosion
- Coastal storm
- Earthquake
- Land slide
- Volcanic eruption (ash fall only)
- Geo-hydrothermal hazards
- Hazardous substance release
- Infrastructure / lifelines failure
- Electrical failure
- Major air accident
- Oil tanker fire at berth
- Marine accident – large vehicles
- Civil unrest / terrorism
- Wildfire

## **1.12 Rotorua Lakes Council organisation overview**

### **Values of Rotorua Lakes Council**

At the foundation of any response by Rotorua Lakes Council lie the values of the organisation. These come under the following headings:

Helpful, Innovative, Inspiring, Respectful, Engaging.



### **3: Rotorua Lakes Council Values**

The full values of the organisation can be found on Council website <http://www.rdc.govt.nz/our-council/about-council/ourvision/>.

### **Mayor and Councillors**

Rotorua Lakes Council has an elected Mayor and body of Councillors. There are 12 Councillors who are elected for a 3 year term. All Councillors are elected to represent the district as a whole. The district is not divided into wards.

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The Rotorua Lakes Community Board is the only community board in the district. The community board has 4 members elected for a 3 year term and two appointed councillors.

### ***Role of the Mayor / Deputy Mayor***

The Mayor is elected by the District as a whole and shares the same responsibilities as other members of the Council. The Mayor is the ceremonial head of the Council and is responsible for:

- Presiding at Council meetings and ensuring the conduct of meetings is in accordance with Standing Orders
- Advocating for and on behalf of the community, promoting the community and representing its interests
- Providing leadership and feedback to other elected members on teamwork and chairmanship of committees
- Assuming the role of Justice of the Peace.

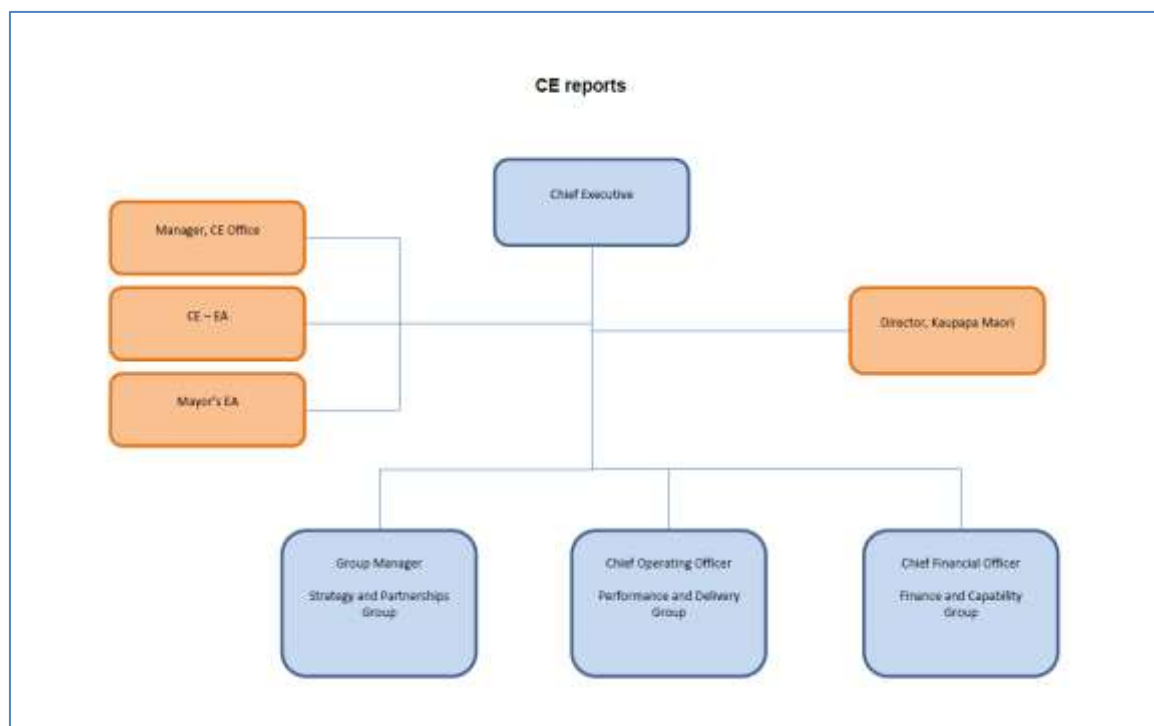
### ***Role of the Councillors***

The Councillors are responsible for:

- The development and adoption of Council policies
- Monitoring the performance of the Council against its stated objectives and policies and identified community outcomes
- Prudent stewardship of Council resources
- Employing and appraising the Chief Executive
- Representing the interests of the residents and ratepayers of the Rotorua District
- Ensuring overall compliance by the Council with its obligations and responsibilities under the Local Government Act 2002 and all other legislation that prescribe statutory duties for territorial authorities
- Ensuring overall compliance by the Council with its obligations and responsibilities under any other enactment.

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## Organisational structure



4: Rotorua Lakes Council Structure

## 1.13 CDEM Administrative Arrangements

### Rotorua Lakes Council

Rotorua District Council employs an Emergency Management Coordinator to maintain and develop council response plans that meet the requirements of the CDEM Act 2002. They are also responsible for ensuring these plans can be implemented through training of staff and other CDEM activities within the 4R's principle (Reduction, Readiness, Response, Recovery).

### Bay of Plenty Civil Defence Emergency Management Group

Rotorua Lakes Council is a member of the Bay of Plenty CDEM Group, which co-ordinates the regional response to an emergency. All territorial authorities within the Bay of Plenty are members of the group and contribute to region-wide CDEM initiatives. Rotorua Lakes Council is represented on the Bay of Plenty CDEMG Coordinating Executive Group by the Group Manager, Corporate & Customer Services.

The Bay of Plenty CDEM Group Plan outlines the strategic objectives for identification and management of the 4R's within the Bay of Plenty region. Targets and actions to achieve the objectives of the Plan are set at group-level by the member authorities. Processes are developed by the group to aid the achievement of the objectives and timeframes for completion set.

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### **Financial Arrangements**

The primary duty for responding and dealing with the consequences of emergencies rests with local authorities, including all initial funding of civil defence activities and expenditure in support of the 4R's.

In the event that the Bay of Plenty Group is initiated in support of the local authorities, the group will be responsible for all expenses incurred. Rotorua Lakes Council is a contributing member to the financial arrangements of the Bay of Plenty CDEM Group.

All other agencies (Police, Fire etc) are responsible for any costs they incur during a response.

## **2 CIVIL DEFENCE ARRANGEMENTS**

### **2.1 Readiness**

Food security is an issue the Rotorua Lakes Council is keen to investigate further and Council aims to develop contingency plans to support food availability during and after an emergency.

There are many community groups working alongside Council and independently to secure a local food source by developing Community gardens.

### **2.2 Facilities**

Rotorua Lakes Council will operate an Emergency Operations Centre from the Council in times of emergency. This facility is fully equipped and resourced to perform a response co-ordination function in support of either a local, or Bay of Plenty, emergency response. The facility and resourcing are constantly reviewed to ensure that the necessary response resources are available at any time.

### **2.3 Operational procedures**

The emergency response of Rotorua Lakes Council is detailed in the Standard Operating Procedures (SOP's). These cover all aspects of the response, from the setting up of facilities such as civil defence centres, to building access and using the emergency generator. The SOP's provide the information that may be required during an emergency and ensure that pre-planned processes are followed to ensure an effective response. These are constantly reviewed to ensure that they contain correct and up-to-date information.

### **2.4 Supporting plans and documents**

There are a number of plans and documents that support this emergency plan. These include specific response plans, Emergency Contacts Directories and procedural manuals. These documents are reviewed regularly to ensure they contain correct and up-to-date information.

### **2.5 Exercises and training**

Rotorua Lakes Council takes part in regular exercises and training at national, regional and local level.

The Bay of Plenty CDEM Group organises and co-ordinates multi-agency training with the region to ensure all participants are trained to group standards. Rotorua Lakes Council participates in these exercises to ensure staff are trained to the required levels and confident in their roles.

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Rotorua Lakes Council also conducts local exercises and other training activities. Local full scale exercises are held yearly to ensure training given to staff is maintained. These exercises will involve outside agencies to help develop effective relationships and multi-agency responses.

### **2.6 Community Engagement**

Rotorua Lakes Council is committed to working closely with the community in all aspects of the 4'Rs. Engaging with key stakeholders, community groups, iwi and hapu will assist in reducing the impact from adverse events and support the creation of a resilient community. The Bay of Plenty CDEM Group co-ordinates education and training across the region. Rotorua Lakes Council undertakes training and education at a local level and ensures that the delivery is consistent with the initiatives of the Group.

### **2.7 Volunteer Groups**

Rotorua Lakes Council supports a number of voluntary organisations through training and representation to ensure there are sufficiently trained numbers personnel in the wider community to support an emergency response. These groups include local welfare providers. Training is offered in specialist areas as required and is provided to any group who may have a role in a civil defence emergency response.

### **2.8 Communications**

Civil Defence radios have been placed in communities around the Rotorua District and appropriate training given to operate them. These are tested regularly and are a vital resource to communicate with communities during a major event.



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## 2.9 Response

### Emergency levels

Level	Event type	Event status	Role of Local Emergency Centres	Role of Group Emergency Centre	Role of Controllers
<b>1</b>	<p><b>LOCAL INCIDENT</b></p> <ul style="list-style-type: none"> <li>Dealt with by emergency services</li> <li>Specialists may be required in some circumstances</li> </ul>	<p><b>NO DECLARATION</b></p> <ul style="list-style-type: none"> <li>Nature of emergency will dictate lead agency</li> <li>Incident dealt with using CIMIS structures and principles</li> </ul>	<ul style="list-style-type: none"> <li>If alerted Local EOC Activated to monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>Group ECC Closed</li> </ul>	<ul style="list-style-type: none"> <li>Local Controller notified of incident and any possible implications</li> </ul>
<b>2</b>	<p><b>LOCAL INCIDENT</b></p> <ul style="list-style-type: none"> <li>Dealt with by emergency services</li> <li>Specialists may be required in some circumstances</li> <li>Local Authority in support role</li> </ul>	<p><b>NO DECLARATION</b></p> <ul style="list-style-type: none"> <li>Nature of emergency will dictate lead agency</li> <li>Incident dealt with using CIMIS structures and principles</li> <li>Local Authority assumes responsibility for agreed functions</li> </ul>	<ul style="list-style-type: none"> <li>Local EOC Activated and agreed functions carried out</li> </ul>	<ul style="list-style-type: none"> <li>Group ECC Activated to monitor situation</li> </ul>	<ul style="list-style-type: none"> <li>Local Controller coordinating resources through Local EOC</li> <li>Group Controller notified</li> </ul>
<b>3</b>	<p><b>LOCAL EMERGENCY FOR A LOCAL EVENT</b></p> <ul style="list-style-type: none"> <li>Escalates from local incident, or a warning of a major event is received and may be managed without the need for emergency powers</li> <li>OR</li> <li>Immediately recognisable as an event that cannot be managed without the adoption of emergency powers</li> </ul>	<p><b>DECLARATION OF LOCAL STATE OF EMERGENCY</b></p> <p>is being considered, or has been deemed necessary</p> <ul style="list-style-type: none"> <li>Nature of emergency will dictate lead agency</li> <li>Local Authority assumes responsibility for agreed functions</li> <li>OR</li> <li>If declaration of Local State of Emergency is in force then Local Authority assumes lead as determined by the Civil Defence Act 2002</li> </ul>	<ul style="list-style-type: none"> <li>Local EOC, or EOC's Activated and operational</li> <li>Adjacent Local EOCs monitoring situation</li> </ul>	<ul style="list-style-type: none"> <li>Group ECC activated in support</li> </ul>	<ul style="list-style-type: none"> <li>Local Controller(s) exercising delegated powers under declaration</li> <li>Group Controller supporting local Controller</li> <li>Adjacent CDEM Groups and National Controller notified</li> </ul>
<b>4</b>	<p><b>LOCAL EMERGENCY FOR A REGIONAL EVENT</b></p> <ul style="list-style-type: none"> <li>Due to the magnitude or geographical spread of the incident, the Group ECC has been activated to manage the emergency and co-ordinate regional resources</li> <li>OR</li> <li>A warning of a significant event that will have a regional impact has been received</li> <li>OR</li> <li>Co-ordinated assistance is required to support an adjoining CDEM Group</li> </ul>	<p><b>DECLARATION OF A LOCAL STATE OF EMERGENCY</b></p> <p>is being considered, or has been deemed necessary</p> <p>Nature of the emergency will dictate lead agency</p> <ul style="list-style-type: none"> <li>Group assumes responsibility for agreed functions</li> <li>OR</li> <li>If Local State of Emergency is in force, that involves the entire region, or one or more districts, then Group assumes lead as determined by the Civil Defence Act 2002</li> <li>OR</li> <li>An adjacent CDEM Group requires assistance or a major population centre is devastated</li> </ul>	<ul style="list-style-type: none"> <li>All Local EOC's Activated and operational</li> <li>National Crisis Management Centre and adjacent Group EOC's may be alerted and asked to be ready to respond if required</li> </ul>	<ul style="list-style-type: none"> <li>Group ECC Activated and operational</li> </ul>	<ul style="list-style-type: none"> <li>Group Controller exercising delegated powers under declaration</li> <li>Local Controllers responding to priorities set by Group Controller</li> <li>National Controller giving consideration to further escalation</li> </ul>
<b>5</b>	<p><b>STATE OF NATIONAL EMERGENCY</b></p>	<p><b>DECLARATION OF STATE OF NATIONAL EMERGENCY</b></p> <p>is being considered, or has been deemed necessary</p>	<ul style="list-style-type: none"> <li>All Local EOC's Activated and operational</li> </ul>	<ul style="list-style-type: none"> <li>Group ECC Activated and operational</li> </ul>	<ul style="list-style-type: none"> <li>National Controller exercising statutory powers</li> <li>Group Controller responding to priorities set by the National Controller</li> <li>Local Controllers responding to the priorities set by Group Controller</li> </ul>

Table 1" Activation levels

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### **Notification of an Emergency**

Notification of an emergency can come from a variety of sources. These may include:

- Ministry of Civil Defence Emergency Management national warning
- Group warning
- Met service severe weather warning
- GNS – Earthquake or volcanic eruption warning
- Member of RLC staff
- the public

Upon notification of a potential emergency situation occurring, the Emergency Management Officer will begin the call out procedures outlined in SOP 1– Notification and Call out, if deemed necessary. If the Emergency Management Officer is not available, then each person in the list should be contacted in turn until someone has responded and can begin the call-out of RLC staff.

Notification of an emergency can be given to the public in a number of different ways:

- Television and Radio announcements
- loudhailers
- The internet – Websites, e-mail etc
- Telephone trees
- SMS text messaging
- Door to door
- Natural warnings

The procedures for notifying the public of an emergency are outline in SOP 7 – Public warning

### **Declaration of a State of Local Emergency**

A State of Emergency in the Rotorua District can be declared by the following people:

- The Mayor of Rotorua
- The Deputy Mayor of Rotorua in the absence of the Mayor or any other elected member

If it is deemed that an emergency cannot be controlled without the use of emergency powers, then a State of Local Emergency can be declared, which provides the Local Controller with the powers outlined in section 86 – 94 of the Civil Defence Emergency Management Act 2002.

The process for declaring a State of Local Emergency is outlined in SOP 6 – Declaration and control of an emergency

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### **Appointment and powers of a Local Controller**

Under the provisions of the Bay of Plenty CDEM Group Plan, the territorial authorities within the Bay of Plenty have nominated suitable persons to act as Local Controllers / Alternate Controllers within their respective operating areas. The nominated persons for the Rotorua District are;

**Primary Controller** – Stavros Michael Transport and Waste Solutions Director Rotorua Lakes Council.

**1<sup>st</sup> Alt. Controller** – Jean-Paul Gaston Group Manager Strategy and Partnerships

The Local Controller has the following powers in a State of Local Emergency;

- Evacuation of premises and places
- Entry onto premises
- Closing roads and public places
- Removal of aircraft, vessels and vehicles
- Power to requisition assets and property
- Giving directions to stop certain activities
- Power to carry out inspections etc
- Power to enter into contracts in urgent cases

During an emergency a Local Controller is required to follow the direction of the Group Controller.

The role and powers of a Local Controller are outlined in SOP 6 – Declaration and control of an emergency and in JD1 – Civil Defence Controller.

### **Local emergencies – Standard Operating Procedures**

The Standard Operating Procedures (SOP's) of Rotorua Lakes Council outline the functions and processes of Rotorua Lakes Council in response to a local emergency. The SOP's should enable a member of staff to conduct any aspect of the Rotorua Lakes Council response to a local emergency without having been given any training in that area previously. The SOP's are titled as follows:

- SOP 1 – Notification and call out
- SOP 2 – Facilities
- SOP 3 – Emergency Operations Centre
- SOP 4 – Record keeping
- SOP 5 – Communications
- SOP 6 – Declaration and control of an emergency

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- SOP 7 – Warning & Informing the public
- SOP 8 – Resource management
- SOP 9 – Welfare
- SOP 10 – Debriefing

Rotorua Lakes Council staff should familiarise themselves with the relevant SOP's for their roles, but should also be aware of the other SOP's should they ever have to perform another function, or assume another role in response to an emergency.

### **Emergency Operations Centre (EOC)**

The Emergency Operations Centre (EOC) is an area designated for the centralised co-ordination and management of the local authority response to an emergency event. The EOC has a primary role in setting objectives and priorities, resource allocation and information gathering. The EOC is setup in the Civic Centre Haupapa Street and this process is outlined in SOP 3 – Emergency Operations Centre (EOC).

The EOC is staffed by members of the Rotorua Lakes Council and outside agencies, such as the Police and Fire Service, who have specific roles under the Coordinated Incident Management structure (CIMS). The Job descriptions (role maps) outline the roles and responsibilities of staff in each of the teams within the EOC. The job descriptions are titled as follows:

JD 1 - CD Controller
JD 2 - Intelligence
JD 3 - Planning Team
JD 4 - Operations Team
JD 5 - Logistics Team
JD 6 - Public Information Management Team
JD 7- Welfare Manager
JD 8 - EOC Manager
JD 9 Emergency Management Coordinator

### **Communications**

Communications are very important during a response. There are a variety of systems that are available to communicate with the Group Emergency Coordination Centre, other Local EOC's, Rotorua Lakes Council staff and the community. These include;

- Phones, both mobile and landline
- E-mail and internet
- Video conferencing
- Satellite phone
- VHF Radio

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## **Public information and the media**

The provision of information to the public during an emergency is vital. This can be provided through a number of different mediums;

- Radio and Television
- Newspapers
- Websites
- Social networking sites, such as Facebook and Twitter
- Phone
- SMS text messaging
- PA or loudhailer
- VHF Radio

During an emergency media statements and interviews will be controlled by the Public Information Management team. There are certain members of Rotorua Lakes staff that can speak with the media. The procedures for dealing with the media are outlined in SOP 7 – Warning and Informing the public.

## **Resources**

Rotorua Lakes Council has a number of resources available for response to an emergency. Some of these are provided by outside contractors, but will be made available to assist any response. The procedures for requesting these are outlined in SOP 8 – Resource Management. A list of the available resources is also available in the SOP.

## **Providing assistance to other authorities**

Assistance from the Rotorua Lakes Council to an area where a civil defence emergency has been declared can be in one or more of the ways listed below:

- Personnel
- Resources e.g. sandbags, pumps etc
- Vehicles with or without drivers

## **Personnel**

Personnel will be members of the Rotorua Lakes Council. They will deploy either as a result of a request being placed with the BOP CDEM Group from the district where the emergency exists, in response to a request to assist during a state of regional or national emergency, or as a result of assistance being offered by Rotorua Lakes Council.

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## **Resources**

If vehicles or plant are requested, then where possible they will be provided with a driver / operator. Smaller resources may be delivered by staff to the requesting authority.

## **Implementing a request for assistance**

If a request for assistance is received, and the decision taken to deploy staff or resources, there are a number of actions that must be taken before deployment:

- Persons / resources to deploy must be decided
- Transport must be allocated
- Stores and equipment issued as necessary

## **Hazard specific response plans**

A number of response plans exist that are specific to an individual hazard type. These provide more detailed information related to the response e.g. evacuation routes, set media messages and priorities for evacuation.

## **Community Response Plans**

Community Response Plans are developed to enable communities to deal with the initial effects of an emergency without the assistance of the local authority. These plans detail information specific to the area e.g. locations of welfare centres, communications, available resources etc.

## **Transition to a Level 4 incident (Regionally significant)**

Sometimes the event may have significant impacts upon the population, infrastructure and resources of the effected districts. The event may have regional significance in the requirement for assistance and the effects upon other areas of the region etc. During events like these it is likely that the Group Controller will assume overall control of the emergency response from the Local Controller. If this occurs, the following steps will be taken before passing over control to the Group Controller:

1. The Group Controller will make the decision to escalate to a level 4 event and will formally advise the Local Controllers of the intention to assume control at a particular time
2. The Group Controller makes a decision whether the existing declaration of a State of Local Emergency needs to be terminated and a new declaration made for a wider or different area made.
3. The Local Controller prepares a Situation Report effective at the time specified for the transfer of control. The Situation Report includes the advice of the intention to escalate to a Level 4 event.
4. If a new declaration is to be made by the Group Controller, the Local Controller prepares the correct documentation to terminate the state of local emergency.

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5. Shortly before the designated time for the escalation to take effect, the Local Controller provides a comprehensive briefing to the Bay of Plenty Group Controller, particularly focussing on:
  - Established local priorities
  - Current activities and progress
  - Preparations already made for new initiatives
  - Areas of concern, such as gaps in intelligence, shortages of resources etc
6. When the Group Controller is satisfied, he / she formally advises the Local Controller that they are ready to assume control of the event.
7. At the designated time for escalation;
  - The Situation Report is released
  - If required, the existing declaration is terminated and the new declaration made by the Group Controller
  - The Group Controller formally takes control
  - The Local Controller continues to support the Group Controller

### **2.10 Recovery**

#### **Purpose of Recovery planning**

Following the response to an event there is a process of recovery to return to normality. This often takes many times longer than the response phase and is likely to be the most costly part of any event.

The purpose of a Recovery Plan is to assist the community to return to normal social and economic activities as soon as possible, at the same time ensuring that arrangements are put into place that may mitigate similar future emergencies.

#### **Recovery management**

Rotorua Lakes Council has appointed a Recovery Manager. They are responsible for co-ordinating the recovery activities within the Rotorua District and will take over from the Local Controller once the response phase of an event is completed. The Recovery Manager co-ordinates the recovery phase of an emergency, whether or not an emergency has been declared. They will generally be involved from very early on in the response phase of an event to allow for a smooth transition to the recovery phase.

#### **Transition from Response to Recovery**

If the event requires the activation of the Recovery Manager it is essential they are activated as soon as possible. The transition from response to recovery must be seamless and early activation of the Recovery Manager can facilitate this. This will avoid any perception from the public that the emergency is over following the termination of a



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state of declaration. The public must also be made aware that the recovery phase may take some considerable time to complete.

### **Priorities for the Recovery phase**

The Recovery priorities of Rotorua Lakes Council are:

- Health & Safety of individuals in the community
- Physical recovery
- Social recovery
- Economic recovery

### **Emergency governance**

The Council will decide the nature of governance it wishes to adopt during the emergency. There are several options that can be taken:

- Full Council retains oversight
- An existing Council committee takes oversight
- A Special purpose committee is formed

It is essential that the decision regarding the type of governance to be adopted is done early on in the Recovery phase to allow for swift decisions to be taken and enable effective day-to-day management by the Recovery Manager. During the Recovery phase the Council will give consideration to specific actions, including, but not limited to:

- Seeking special legislation to vary the processes under which resource and building consents are granted to prevent delays in the recovery process
- Making a resolution to amend or make decisions inconsistent with the Annual Plan as appropriate and create a new plan for the following year
- Consider implications for Long Term Council Community Plan including whether an amendment is necessary
- Seeking special legislation varying or suspending public consultation requirements if the District Roding Plan is compromised
- Reviewing the priority of all service delivery activities, including ceasing or suspending discretionary outputs, based on the recommendations of the Recovery Manager
- Consider any other statutory obligations that may need to be met during an Emergency

### **Business Continuity**

Business continuity has been addressed within each department of the council and following a recent restructure of the organisation new plans are being developed and written regarding the continued delivery of vital services during an emergency.

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### **Expenditure Management**

The accounting arrangements during an emergency are very important, whether it is declared or not. The accurate management and recording of expenditure related to the Response and Recovery phases is essential to support future claims for government subsidies and assistance. During an emergency the Rotorua Lakes Council will appoint a Finance Officer to manage and record any expenditure related to the event.

### **Bay of Plenty Recovery Plan**

The Bay of Plenty Group Recovery Plan outlines the arrangements for the recovery phase of an event across the entire region. The Bay of Plenty has appointed a Group Recovery Manager with responsibility to oversee the recovery operation across the entire region and ensure that Local Recovery Managers can achieve set goals and priorities.

The recovery operation at a Regional level is managed by 5 teams, each focussing on a particular area of the recovery;

- Social Recovery Team
- Built Environment Recovery Team
- Economic Recovery Team
- Natural Environment Recovery Team
- Communications Recovery

Additional teams can be created to focus on other areas of the response if needed, such as a Rural Recovery Team.

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## APPENDICES:

### Rotorua Lakes Council Civil Defence Recovery Management Plan



RLC Civil Defence  
Recovery Management

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<sup>i</sup> RDC-205499 Rotorua Draft District Plan Comments by Trustpower 29 July 2011.

JD 1 - CD Controller	
JD 2 - Intelligence	-(see CIMS manual specific JD not yet available)
JD3- Planning Team	-(see CIMS manual specific JD not yet available)
JD 4 - Operations Team	-(see CIMS manual specific JD not yet available)
JD 5 - Logistics Team	-(see CIMS manual specific JD not yet available)
JD 6 - Public Information Management Team	
JD 7- Welfare Manager	
JD 8 - EOC Manager	
JD-9 Emergency Management Coordinator	