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Report to an t-Ardmhéara and Members of the City Council

Preliminary Report on the City Council's Response to the Severe Weather Event

Crisis Management Team

The Council's Crisis Management Team, which is convened by Dennis Keeley Assistant Chief Fire Officer, was activated on Wednesday 28 February to ensure that all Departments of the Council were as prepared as possible to manage our services over the coming days.

Preparatory work had already been ongoing from earlier that week when it became apparent that there was a significant risk of a severe weather event. The response and preparation was in line with National Guidance "*A Framework for Emergency Management*" which provides for local, regional and national co-ordination. The Crisis Management team links with the Interagency Coordination Group and Regional Local Authority Emergency Management Group as well as supporting the local response teams who worked diligently to keep services operating dealing with the various challenges around the severe weather.

The Crisis Management Team conducted six meetings during the event. At the meeting conducted on Wednesday 28 February a decision was made that only essential public services and emergency services would operate on Thursday and Friday in the DCC functional area, this was subsequently extended to include Saturday and Sunday. The High Lane Gallery reopened on Sunday.

During the severe weather event we advised the public and our staff to access our communications channels to get the most up to date information www.dublincity.ie and @dubcitycouncil twitter account for all the latest information regarding DCC services.

The Crisis Management team also maintained coordination links with the East Region Inter-agency Coordination Group (Garda, HSE and Defence Forces) and the Local Authority Regional Group with two teleconference meetings each day from Wednesday 28 February.

The response of individual Department/Sections is set out below:

1. Roads Maintenance/Waste Management/Parks Service

Dublin City Council's Road Maintenance Services implemented its Roads' Winter Maintenance Severe Weather Plan for the period Monday 26 February 2018 to Sunday 4 March 2018 inclusive. Key elements of this Plan included:

- The ongoing treatment of 300 km of the city's street network, comprising national, regional, public transport routes and main commuter routes, with over 1,200 tonnes of gritting salt spread during this period.
- The mobilisation of approximately 49 staff from the Road Maintenance Services' Division, with operations continuing over a 24-hour period each day, with staff rotated as necessary to ensure a continuous delivery of service over this period.
- The use of heavy machinery including nine JCBs, nine salt gritters, four snowploughs, two 4x4 vehicles, two grab-lorries and one teleporter.
- Support and assistance from Dublin City Council's other operational Divisions, included 95 staff from Waste Management Services, Parks Services and Surface Water Drainage Services, to assist in the clearance of footways across the city. Contractors supplemented Dublin City Council's staff in this work.
- In addition emergency on-call Road Maintenance Service crews also responded to high priority incidents and calls for assistance from the emergency services, such as the clearing of snow and ice on the approaches to a number of the city's hospitals.

2. Homeless Services

DCC have been working with homeless Staff and NGOs through the severe weather to ensure that all rough sleepers had shelter available. Sufficient capacity was available for all those requiring services and they will continue to operate on a 24-hour basis until the spell of cold weather passes.

The Dublin Region Homeless Executive (DRHE) coordinated and implemented contingency plans which were in full operation from Monday 26 February and are still ongoing. The measures undertaken were co-ordinated and overseen by the DRHE Director and essential DRHE staff throughout the severe weather event. The contingency plans focused on operating the Central Placement Service and Freephone system, providing additional accommodation/shelter, ensuring all services were functioning, enhancing day services, augmenting the Housing First Intake Teams to ensure that people sleeping rough were located, engaged and encouraged into services and providing up to date information to the public as appropriate. Additional information on the homeless services response is set out in Appendix 1.

3. Emergency Services Dublin Fire Brigade (DFB)

Throughout Storm Emma and the preceding days of snow DFB successfully managed to maintain all operational resources. This was accomplished by a combination of priority resource planning and the dedication of staff in reporting for duty. A plan was put in place whereby resource requirements were pre-empted, shift rosters adjusted and logistics arrangements put in place to transport those personnel who would otherwise have been unable to drive or get public transport to work. Many members of staff made long walks into work and facilitated covering any shortage by coming in early, staying back late where required and even staying in stations overnight to ensure their availability the next

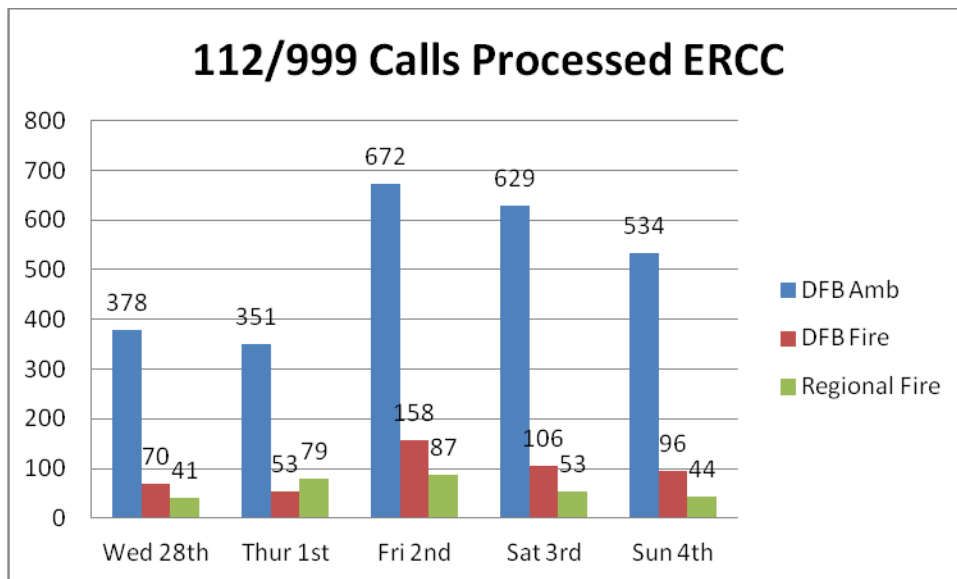
morning. All training and projects were suspended to allow those assigned personnel report to operational duty.

Senior officers remained in stations to manage staff rosters and facilitate transport arrangements, ensuring all personnel received the required support. While the heavy snowfall presented significant challenges, all frontline equipment performed as required by the implementation of snow socks and chains on vehicles and being supported by back-up four-wheel drive vehicles. There were some minor incidents of vehicles becoming stuck in certain areas, however all incidents received the intervention required.

The East Regional Control Centre (ERCC) processes fire and ambulance calls for Co. Dublin plus regional fire calls for fire authorities in Leinster, Cavan and Monaghan. This report highlights key figures for calls and incidents processed in the ERCC during the recent cold weather event including Storm Emma. The times of call and incident activity are between 28 February 2018 and 4 March 2018 inclusive.

112 / 999 call activity

BT ECAS is the principle call handling agent for emergency calls in the state and routes all 112/999 calls to An Garda Síochana, the ambulance services, fire service and coast guard.



Date	DFB AMB	DFB FIRE	County Fire
Wed 28th	378	70	41
Thur 1st	351	53	79
Fri 2nd	672	158	87
Sat 3rd	629	106	53
Sun 4th	534	96	44
Total	4251	652	417

It should be noted that the above figures represent a 31% increase on call volumes the previous week from 3,223 calls to 4251 (Source BT ECAS). 1,971 DFB appliances were mobilised during the 5-day period to attend 1354 incidents.

DFB Incidents Mobilised to by Dublin Local Authority Area

Local Authority	DCC	DLR	Fingal	SDCC	Total
DFB Ambulance	624	50	214	233	1121
DFB Fire	124	24	32	53	233
Total	748	74	246	286	1354

DFB Social Media

The main emphasis of social media for the weather event was to have a preventative theme. The @dubfirebrigade twitter and facebook accounts started preventative and safety tweets on Monday 26. The twitter account continued to post selected incidents with the aim of providing reactive safety messages. We also re-tweeted (redistributed) key messages from other agencies and organisations. The twitter account was used to correct false rumours of a supermarket fire following a public order incident.

Impressions over the seven day period to Monday 5 March were 3.6 Million (Twitter) and 201,000 (Facebook).

Our 4 main safety messages reached 632,000+ on Twitter: Preparedness for elderly, electricity loss, car checklist and how to walk in snow. We also issued advice on safety with candles, open fires/stoves, chimney fires and carbon monoxide awareness.

4. Housing Maintenance

The Housing and Community Services Department at Dublin City Council implemented its emergency response for Housing Maintenance as follows:

Boiler Maintenance and Heating Section

Gas Central Heating calls relating to emergencies and breakdowns were logged to the normal out of hours voicemail on Thursday to Saturday. They were logged by staff and allocated to contractors to attend.

Contractors were instructed on Monday 26 February that heating repairs were to be prioritised over routine servicing of boilers. The adverse weather resulted in many emergency repair requests being received by the Heating Section. Total calls received from Thursday to Saturday were 405.

All calls were allocated to our four contractors. Vulnerable customers have been prioritised in completing repairs. The Heating Section estimate the remaining requests will be completed by Wednesday 7 March and all others by Friday 9 March.

Housing Attendants and Caretaking Service

The Caretaking Service operated on Wednesday and Thursday, there was a limited service available on Friday. Six tonnes of rock salt was secured from Marrowbone Lane and four tonnes from Collins Avenue. The Crews concentrated on gritting the Senior Citizen complexes before and during the storm.

The Waste Collection service was suspended by Greyhound from Wednesday, as they could not access the Flat Complexes. It resumed today. Our caretakers carried out a topping service of bins and removed refuse from overflowing bins. The Manager of the Service requested further lifts on both Monday 5 and on Tuesday 6 March to deal with the backlog and progress is ongoing.

The Mobile Crews and On-site Caretakers were also utilised over the weekend and concentrated again on Gritting Older Person's complexes citywide and assisting in the removal of Waste from the Temporary Homeless Facility in St Catherine's, Marrowbone Lane.

Portland Row Emergency & After Hours Unit

Housing Maintenance 'Out of Hours' Emergency Service operated during the usual times of 5.30pm to 9pm Thursday and Friday and day times Saturday and Sunday.

Electrical Services operated an on call service during this period for emergency calls.

The day emergency service received and attended to 45 calls between Thursday and Friday. The Choke car responded to 33 calls between Thursday and Saturday. The after-hours service attended to 43 calls between Thursday evening and Sunday evening.

5. Traffic Control Centre

The Traffic Control Centre remained open and staffed for the duration of the weather event. Four Traffic Control Centre operators attended work and stayed for either one or two nights in a hotel in the city centre as they could not return home. In total eight operators were in attendance over the weather event period, including staff that had to walk to work from as far as Finglas. An Garda Síochána attended in the Control Centre during the event from 07:00hrs - 19:00hrs and Dublin Bus also attended on the Wednesday and the Saturday to assess road conditions and service reintroduction.

The Traffic Control Centre liaised and coordinated response to a number of traffic signal outages at more than 30 sets of traffic signals including major junctions such as O'Connell Bridge.

The Control Centre also liaised with the Road Maintenance crews in requests for gritting and also channel requests for assistance to An Garda Síochána, in particular requests from LUAS to assist in getting their operations back working.

Approximately 200 calls from the public were dealt with by the Control Centre as well as numerous calls and discussions with our maintenance crews.

Around 5 staff in ITS Section in traffic kept the traffic control systems going via remote access and were responsible for ensuring that after the power failure that all PCS and systems were operational. They dealt with Vodafone outages and also brief loss of the DCC traffic communications network and were available 24/7 to assist in ensuring that the return to normal traffic operations in the city area as quickly as possible.

The power failure on the Thursday night in the City Centre meant that the emergency generator for the traffic control room and traffic systems room kicked in and kept both systems and control centre fully operational during this period.

6. Customer Services Centre

The Customer Service Centre, Corporate Services remained open over the period and handled calls as follows:

	28 Feb 24 hours	1 March 24 hours	2 March 24 hours	3 March 24 hours	TOTALS
Emergency Service	54	157	128	95	434

Wednesday 28th February 2018

15.00 – 17.00 hours

Customer Services had 7 staff members answering calls.

17.00 – 19.00 hours

Customer Services had 4 staff members answering calls.

Thursday 1st March 2018

8.00 – 9.00 hours

Customer Services had 2 staff members answering calls.

9.00 – 10.00 hours

Customer Services had 3 staff members answering calls

Friday 2nd March 2018

13.30 – 18.00 hours

Customer Services had 2 staff members answering calls.

Saturday 3rd March 2018

9.30 – 15.00 hours

Customer Services had 2 staff members answering calls.

In the main the calls taken during the periods above by the Customer Services Centre were from tenants in relation to issues relating to their accommodation (passed onto Housing Maintenance Foreman) and calls from the public (including other Public Sector agencies) in relation to the effects of the severe weather – mainly passed onto Road Maintenance Inspectors.

7. Dublin Civil Defence (DCD)

DCD provided assistance right across the Four Local Authorities in Dublin as well as providing assistance to Wicklow and Kildare. DCD received over 670 calls for assistance from various Principal Response Agencies, National Emergency Coordination Centre, Prison Service, Private Nursing Homes and Members of the Public. DCD prioritized calls as to whether they were life threatening, humanitarian, transport for critical staff in the PRA's. In total DCD provided assistance to over 287 requests. There is still ongoing assistance in South Dublin and Kildare.

8. Communications

Staff in the Communications Sections generally worked from home during the extreme weather event. This worked very well in terms of getting our message out to our customers, Elected Members and to staff.

On average Dublin City Council's twitter account receives circa 7,000 - 9,000 views of posts per day. During Storm Emma, Dublin City Council's twitter account received over 400,000 views (486,448) between the dates 28/02/2018 – 04/03/2018. We also re-tweeted 169 tweets from other twitter accounts over the 5 days. Further information on communications activity is given in Appendix 2.

Conclusion

There will be a gradual rise in temperatures over the coming days with remaining deposits of snow continuing to melt quickly.

While the Council will continue to focus on clearing and maintaining our network of gullies melting snow may result in localized surface water ponding where drains and gulleys are blocked and people are advised to watch for accumulations of melt water which could lead to flooding.

The Councils attention will also focus on addressing the deteriorating water supply situation in the region.

Finally, I would like to acknowledge the commitment and resilience of our staff in maintaining our critical and emergency services during this period of severe weather.

Owen P Keegan
Chief Executive

5 March 2018

Appendix 1: Dublin Region Homeless Executive report on Severe Weather Event

DRHE coordinated and implemented contingency plans that were in full operation from Monday 26 February and are still ongoing. The measures undertaken were coordinated and overseen by the DRHE Director and essential DRHE staff throughout the severe weather event. The contingency plans focused on operating the Central Placement Service and Freephone system, providing additional accommodation / shelter, ensuring all services were functioning, enhancing day services, augmenting the Housing First Intake Teams to ensure that people sleeping rough were located, engaged and encouraged into services and providing up to date information to the public as appropriate.

Central Placement Service

The Central Placement Service (CPS) in Parkgate Hall continued to operate throughout the severe weather event. Essential staff were identified and arrangements were put in place for them to stay in the city. The building was open to the public every day and the opening hours of the Freephone were extended and operated from 10am to 2am without fail.

Seven staff managed the Freephone, two staff operated the self-accommodation phone lines and two staff ensured the building remained functional and provided vital logistical support to service providers.

Additional Accommodation/Shelter

105+ emergency placements specifically targeted at people sleeping rough, which were accessed through the DRHE's Central Placement Service in Parkgate Hall. These placements were provided in facilities across Dublin by our partner Service Providers; Peter McVerry Trust, Salvation Army, Dublin Simon, Crosscare, Depaul Trust and Merchants Quay.

Dublin City Council provided an additional overflow facility at St. Catherine's Sports Centre, Marrowbone Lane which provided shelter for 115 rising to 121 people on 4th March and was managed by the Peter McVerry Trust. Safety Net (Health Provision) provided health supports at the facility with daily clinics for clients seeking medical attention.

There were unprecedented demands for emergency accommodation and additional shelter which had previously been identified was triggered into operation. The Islamic Cultural Centre of Ireland, Clonskeagh provided shelter for 20 people and the Orchard Community Centre in Ballyfermot facilitated 12 people.

Enhanced Day Services

All the main service providers were contacted by the DRHE and agreed to keep accommodation open 24/7 so that service users would not have to leave during the day. The DRHE contacted all Private Emergency Accommodation Providers and arranged for them to remain open and accessible during the extreme weather. All day services were contacted by the DRHE and asked to provide enhanced day services these included:- Focus Ireland Coffee Shop, Capuchin Day Centre, Missionaries of Charity, Mendicity Institution Trust and Merchants Quay Ireland.

Housing First

The DRHE funded Housing First Service is jointly operated by Peter McVerry Trust and Focus Ireland and provides assessment support, information and advice to people sleeping rough in order to support them to access services and more appropriate accommodation. The DRHE requested them to enhance the service for the period of the severe weather.

Two additional Intake Teams were provided daily. The teams provided a 24-hour presence for Thursday 1st and Friday 2nd March. Safety Net and Anna Liffey Drug Project staff worked with the teams on 1st and 2nd March providing vital support and health care to people sleeping rough. The sleeping rough report facility on was inundated with reports from all over Dublin. These reports provided vital information for the teams to help them locate people sleeping rough. Reports also came from across Ireland; these were forwarded to the relevant contact person in the County Councils.

The teams worked extremely hard throughout the period to ensure that they located, engaged and actively encouraged people to come into shelter.

A further detailed analysis and report on rough sleeping is now being undertaken to assess the number of engagements and profile of people encountered during this severe weather event.

Communications

The DRHE contacted all service providers, day services, drop in centres, voluntary homeless charities and outreach teams to inform both them and service users of the contingency plans and enhanced services. The DRHE appealed to the public via @homelessdublin to report people they encountered sleeping rough, the facility received an unprecedented level of reports and which were responded to by the Housing First teams. @homelessdublin provided ongoing updates, factual information and responded to queries. Press releases were issued outlining the measures implemented and media queries were responded to as promptly as possible.

Initial Assessment of Contingency Plans

A detailed evaluation and assessment of the Contingency Plans will take place in the coming weeks. Overall the Contingency Plans and coordinated responses were extremely effective thanks to the commitment from the staff and support and assistance of service providers. The DRHE's interim review highlights the following points:-

- There was an unprecedented demand for emergency accommodation putting a huge strain on services.
- Every person that looked for shelter was accommodated in either a service facility or in the overflow facilities provided.
- A detailed analysis from the Housing First Service will provide vital information on the profile of people encountered and inform future service provision.

We are extremely grateful to all the Service Providers particularly Peter McVerry Trust who worked tirelessly to provide additional services and ensure that every person who

sought shelter was accommodated. Thanks also to Safety Net, Ana Liffey Drug Project, Orchard Community Centre, the Islamic Cultural Centre, Civil Defence and Housing Maintenance for their assistance.

It would not have been possible to provide the additional extreme weather beds without the support of St. Catherine's Sport Centre management and staff in making the facility available and also to the community in Marrowbone Lane that supported the endeavour.

The commitment of our staff must also be acknowledged, their hard work, and dedication was critical to the overall response achieved.

Appendix 2: Communications Activity

The table below outlines the number of twitter views on each of these dates.

Wed 28/02	185,810 Twitter Impressions
Thurs 1/3	72,621 Twitter Impressions
Fri 2/3	87,200 Twitter Impressions
Sat 3/3	85,807 Twitter Impressions
Sun 4/3	55,010 Twitter Impressions

*Twitter Impressions = views

The Dublin City Council Facebook account received 2,388 views during this time period. On an average five day time period the City Council Facebook page receives approximately 878 views.

Nine media statements were issued during Storm Emma through the Media HQ portal directly to the Irish media. These statements were also issued by email to all Dublin City Councillors.

The press coverage over the five days for both print and online generated a reach of 15,264,560. The number of visits to online articles was 324,782,755 and the circulation for print articles was 1,395,204.

Top ten Page views on our website and the corresponding figures for the same period in 2017 are set out below:

Page	Page views
Dublin Traffic	
Feb 27, 2018 - Mar 4, 2018	67,965
Feb 20, 2018 - Feb 25, 2018	2,094
Homepage	
Feb 27, 2018 - Mar 4, 2018	64,568
Feb 20, 2018 - Feb 25, 2018	40,975
Traffic Cameras	
Feb 27, 2018 - Mar 4, 2018	11,928
Feb 20, 2018 - Feb 25, 2018	148
Traffic News	
Feb 27, 2018 - Mar 4, 2018	11,885
Feb 20, 2018 - Feb 25, 2018	709
Daily Crisis Team Update	

Feb 27, 2018 - Mar 4, 2018	11,184
Feb 20, 2018 - Feb 25, 2018	0

Staff Update

Feb 27, 2018 - Mar 4, 2018	4,850
Feb 20, 2018 - Feb 25, 2018	0

In terms of informing staff, the new 'Staff Update' page was very effective communication tool in keeping staff informed.