

Operational Cooperation of NMHS and DRM Agencies and Service Delivery for MHEWS

Working Group C

Operational Cooperation between NMSs and DRMs and Service delivery

Challenges:

- Many countries/territories have a type 2 relationship where DRM agencies are supported by an NMHS of another country/territory;
- Each relationship has to be treated a specific way;
- Geographical location of islands versus their political affiliations

Operational Cooperation between NMSs and DRMs in the Region

Gaps and needs:

- Lack of clear legal framework for cooperation between different countries/territories;
- Need to identify different structures (e.g. focal points) and all the stakeholders in different countries/territories;
- Need to update/develop written operational procedures

Operational Cooperation between NMSs and DRMs in the Region

- **Recommendation:** Generic Standard Operation Models (SOPs) or comprehensive QMS could be developed, under a regional project to assist countries/territories to adapt SOPs/QMS to their own needs including:
 - Training workshops
 - Exchange of good practices
 - Generic SOP templates
 - Strengthening two-way communication between DRMs and NMHSs

Service Delivery

Gaps and Needs

- Need to establish who is responsible to issue what information to whom
- Need to improve capacities of NMSs to understand the needs of DRMs, Media and other EWS stakeholders
- Lack of capacities at NMS level for website management and email services
- Need to ensure critical facilities for dissemination and communication are in working order, with full redundancy, and backup systems (especially just before high impact weather)

Service Delivery

Gaps and Needs

- Lack of necessary capacities for effective communication between NMSs, media and the DRMs
- Need to target specific populations with regard to communication of warnings (e.g. tourists speaking different languages, the young population)
- Need for strengthening of Public Education and Outreach

Service Delivery

Recommendations

- Develop specific procedures for redundancy and agreement for backup systems among the islands
- Strengthen the use of news forms of dissemination (e.g. sms, social networks) taking into consideration the credibility/reliability of information
- Strengthen the capacities for web site management, including product development, 24x7 update, mirror sites, etc. (especially for shared web site)
- Consider, from the pilot project in Anguilla, the possibility to widen the use of CAP in other countries/territories
- Training for NMSs, media and DRM agencies on their respective capacities, limitations and terminologies
- Training of NMSs on public education and outreach adapted to local realities