

Christchurch Earthquake Response

Law Enforcement & Public Health Conference – Melbourne 2012

Assistant Commissioner Dave Cliff



Presentation Scope

- Introduction - Canterbury
- Summary of Events
- Public Reassurance and Monitoring
- Family Liaison
- Intelligence
- Disaster Victim Identification (DVI)
- Media
- Staff Welfare
- Australasian Police Deployment
- Crime and Social Impacts

Canterbury Police District

- 570,000 population
- Centre of the South Island
- Four Policing Areas
- 35 police stations
- 1012 staff
- Largest city - Christchurch (*350,000 population*)
- General Duties, Criminal Investigation & Road Policing (*hosts Southern Communications Centre*)



Major Earthquake Fault Lines



Large New Zealand Earthquakes

Notable shallow (generally less than 30km deep) earthquakes since 1848



ALPINE FAULT RUPTURE HISTORY

The Alpine Fault has ruptured four times in the past 1000 years.

Each rupture has produced an earthquake of about magnitude 8.

Approximate rupture dates are:

- 1717 AD
- 1620 AD
- 1450 AD
- 1100 AD



What happened on 22 February 2011?



How severe was the Christchurch Earthquake?

- 6 September 2010 - 7.1 Magnitude Earthquake - *10 times as strong as 22 February - caused no deaths. Epicentre 70 kilometres west of Christchurch and 10 kilometres below ground.*
- 22 February 2011 - 6.3 Magnitude Earthquake – *Half as deep and almost directly under the city*
- New Zealand's Deadliest Earthquake since 1931
- MMI (Modified Mercalli Intensity) Scale – Magnitude 9

What made this earthquake so dangerous?

LOCATION!

What were the impacts?

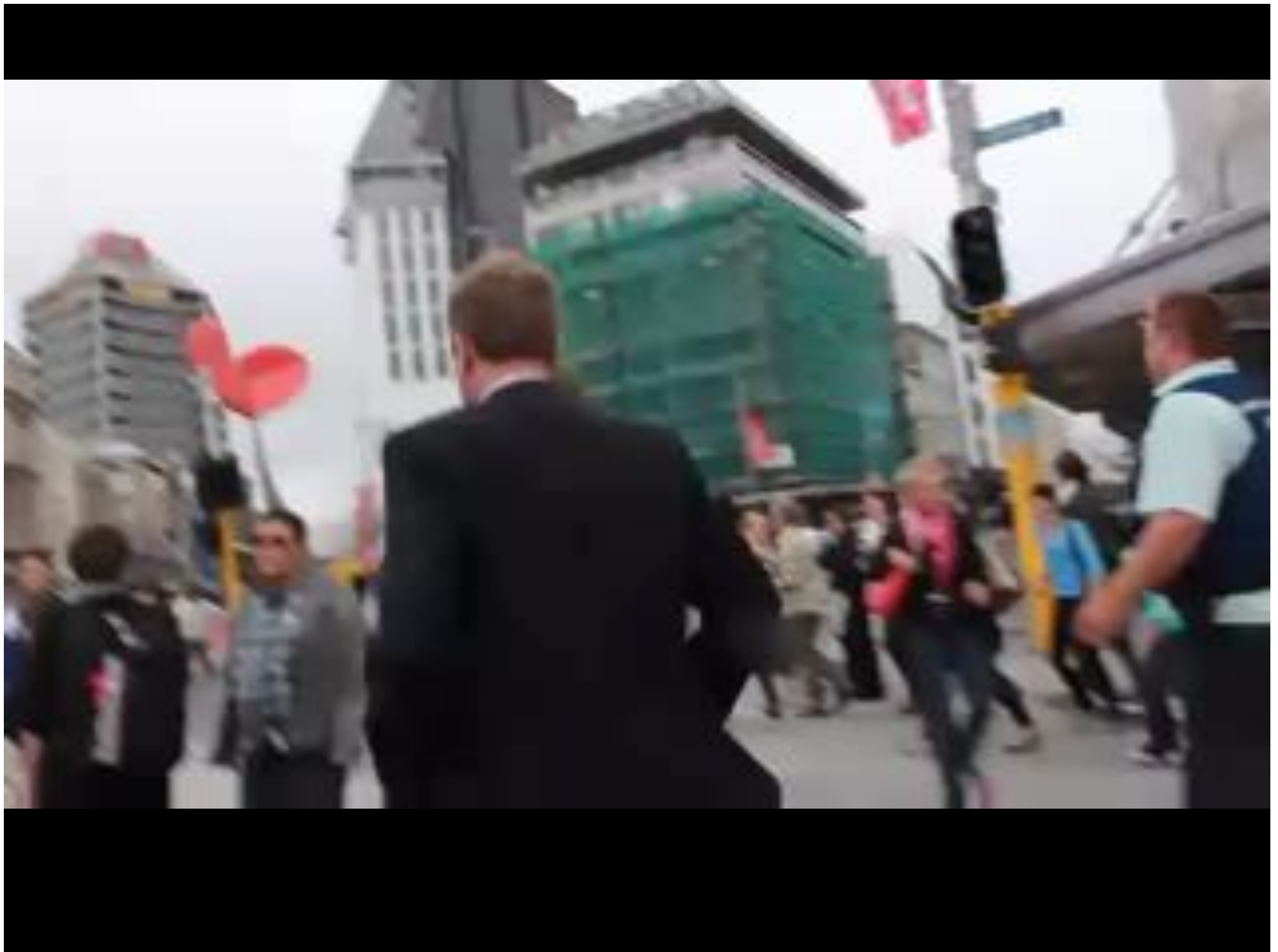
- 185 people killed from 19 countries
- Approximately 10,000 homes damaged beyond repair
- 1100+ buildings in the CBD to be demolished
- Cordons (**Red Zone or Restricted Access Zone**) around the central city
- Repair Costs 10 - \$NZ15billion (*8.5 to \$US13billion*)
- Future of significant numbers of suburbs unclear

Ongoing seismic activity!

- 9000 aftershocks with a cumulative impact on people
- Major earthquakes in June and December and impact on public resilience
- On going GNS predictions on future activity

The Initial Response – Bringing Order from Chaos

- Rescue Coordination and Operations
- Evacuation of the CBD
- Ambulance function
- Providing medical attention
- Dealing with the deceased
- Amputations
- Cordons
- Emergency Response



Maintaining Public Reassurance

- Police are in control and we know what we're doing
(suburbs and city flooded with highly visible police, knocking on doors, checking on community welfare)
- Don't attempt to take criminal advantage
- Look after your family and check your neighbours
- Contact us if you need help
- We are doing everything possible to rescue those trapped
- Support from around New Zealand and internationally is on its way

Recognising the human element to what has occurred!

Family Liaison – Fronting Up

- Need identified the *first day*
- Families contacted and invited to a meet police –
Police the first agency to engage
- Commitment that families would –
 - *Hear it from us not the media*
 - *Absolute honesty*
 - *Txt/SMS Tree)*
 - *Safe environment*
- Police Officers assigned to each affected family (*No wrong door – every question would be answered*)
- Timely and full information (*before media outlets*)

Family Liaison Officers - continued

- First daily briefings - 48 hours after the event -
 - *Forum to ask questions “families lived for 4pm briefings”*
 - *Mutual support from other families (reduced isolation)*
 - *Welfare support provided – ACC, Work and Income, Salvation Army, Counselling and referral to WAG*
- Staff worked empathetically and with compassion – on many occasions this was publically acknowledged during funerals and public notices. *(not reliant on one officer)*
- Dealing with cultural, religious and language issues *(People from 19 countries were killed in the earthquake)*
- Ongoing contact and resolution of unidentified remains!

185 Grieving Families



Intelligence

- Information Flow (*Field Intelligence Officers*)
- Links to Partners (*Key Agency communication – Police, Fire, Ambulance, Civil Defence...*)
- Welfare Links (*Timely information to Welfare Agencies*)
- Regular Updates (*2 hourly initially*)
- National Implications
- Police, Fire & Ambulance Communication Centres (*InterCAD information flow*)
- Providing factual information to partner agencies!

Disaster Victim Identification (DVI)

- Link to USAR (Urban Search and Rescue) Teams
- International Teams (*Australia, United Kingdom, Thailand, Israel, Taiwan, Japan and Korea*)
- Understanding and supporting the process through the media
- Defence Force Support (*Set up at Burnham Army Base with Defence Security*)
- Well trained and practiced leaders and processes
- INTERPOL Accredited
- Set up to first identifications 5 days (*many victims could not be visually identified*)
- Cultural and religious considerations





Cultural Respect



DVI – The Pressures

- Significant political and international pressure to identify deceased and return remains to families!
- Political pressure needs to be understood and anticipated.

Media

- Public Reassurance (*Police, Fire, Ambulance and Defence Authorities responding with a clear plan*)
- Regular Briefings (*Must be a regular flow of information*)
- Joint Messages (*Authorities are working together*)
- *Understanding the audiences* (**General public, families of victims, police staff**)
- Conversational and Empathetic (*Not using police jargon*)
- Over 1200 accredited media
- Future Consideration - *Incident Controller as the public face of the Police Operation?*

Media Feedback

“You don't know me but I just wanted to say police have been truly amazing over the last week. The whole police response has been impressive. You've responded with compassion and dignity giving us all a sense that we're in very good hands - thank you.”

“Just wanted to send you a note to say you and your team are doing a WONDERFUL job. Your patience, authority and calmness is so reassuring to us as media and us as Christchurch residents.”

Staff Welfare — significant & ongoing

- 30% of Police Staff Seriously Effected
- Regular communication and *appreciation (SMS Tree, Barbeques, Celebrity visits)*
- Welfare phone calls
- Additional Welfare Officers & Chaplains
- Psychological Referrals
- Welfare Planning
- Building Safety Concerns
- Longer term impacts (*30% drop in productivity, concentration problems*)

“I keep finding myself staring out the window”

Building Safety Concerns – an issue for all employers





Ongoing Monitoring – Health Impacts on Police Officers

- “Managing everyday life following the Earthquake” Study – NZ Police and University of Otago (*Department of Psychological Medicine*)
- Understanding how Police, 18 months after, are adapting to the series of Christchurch Earthquakes.
- **Assessing –**
 - *Rates and types of earthquake consequences*
 - *Variety of coping strategies*
 - *How work and non-work related consequences are associated with well being 18 – 24 months after the major events*
 - *Implications for promoting staff training and well being, particularly the curricula of future preventative interventions.*

Early Results

786 Police staff have taken part - data sorting and statistical analysis is currently underway –

- *87% reported damage to houses*
- *9% reported having to relocate*
- *4% reported a period of being uncertain about the welfare of loved ones (unable to locate or contact them)*
- *69% reported losing possessions*
- *41% reported needing food or water aid*
- *32% reported having to spend at least one night away from home*
- *12% reported needing financial assistance*
- *8% reported being physically injured*

Current Psychological States

- Most staff did not report moderate or severe stress or post traumatic effects.
- A minority do suffer from significant psychological symptoms and health issues. .

Analysis Continues!

Australasian Police Deployment

- Every Australian State and Territory worked together for the first time in Christchurch
- Sworn in as New Zealand Police Officers
- Response was exceptional
- Interoperability worked well

HUGE IMPACT ON PUBLIC CONFIDENCE

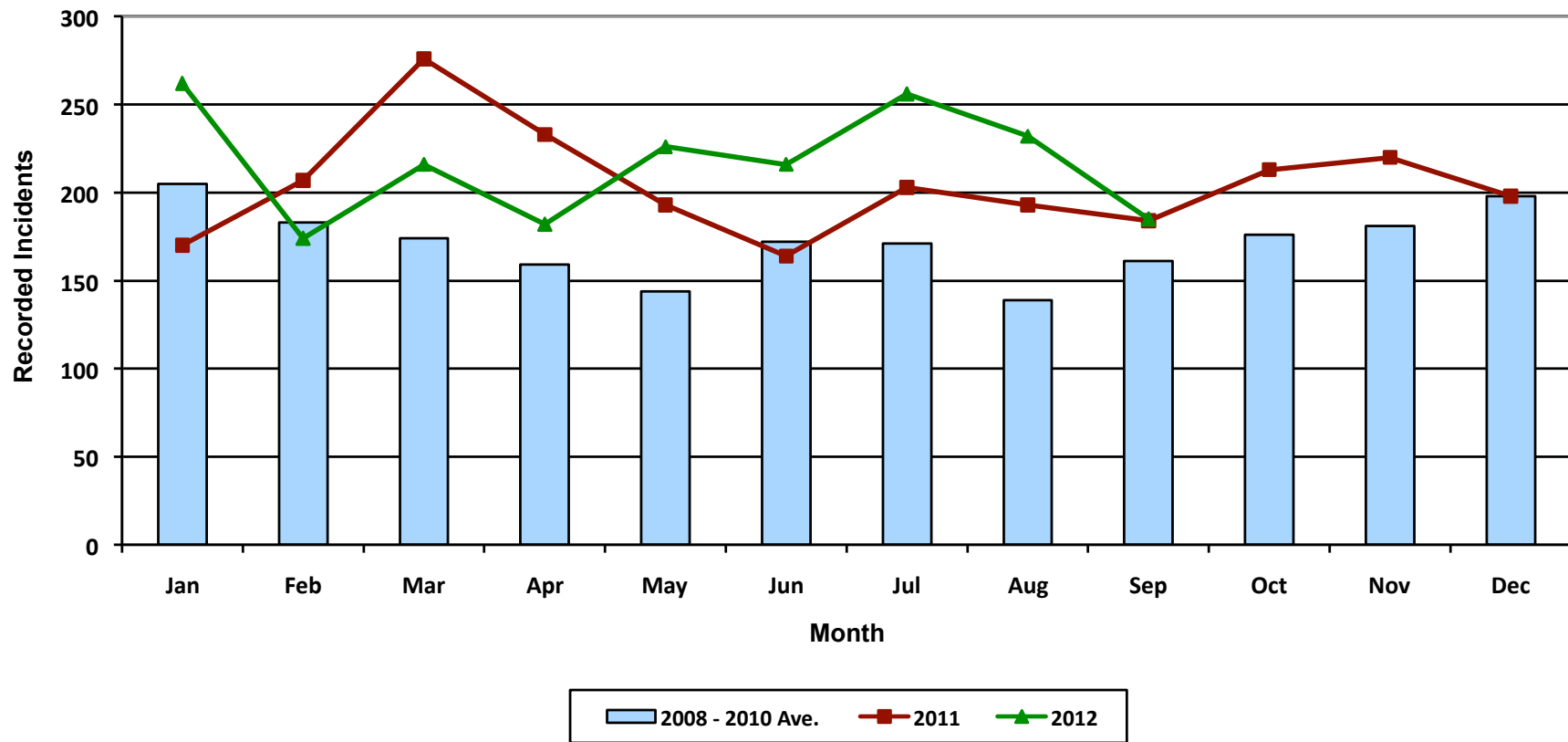


Crime & Social Impacts

- Predictions on future impact - *based on international experience*
 - *Surge in Family Violence six-months after the event*
 - *Increased burglary during construction phase*
 - *Insurance fraud*
 - *Contractor fraud (demanding payment before work begins)*
 - *Increase in violent crime one to two years after the event*
 - *Immediate Disaster altruism diminishes*
 - *Psychological impact (suicides peak 2 years after an event)*

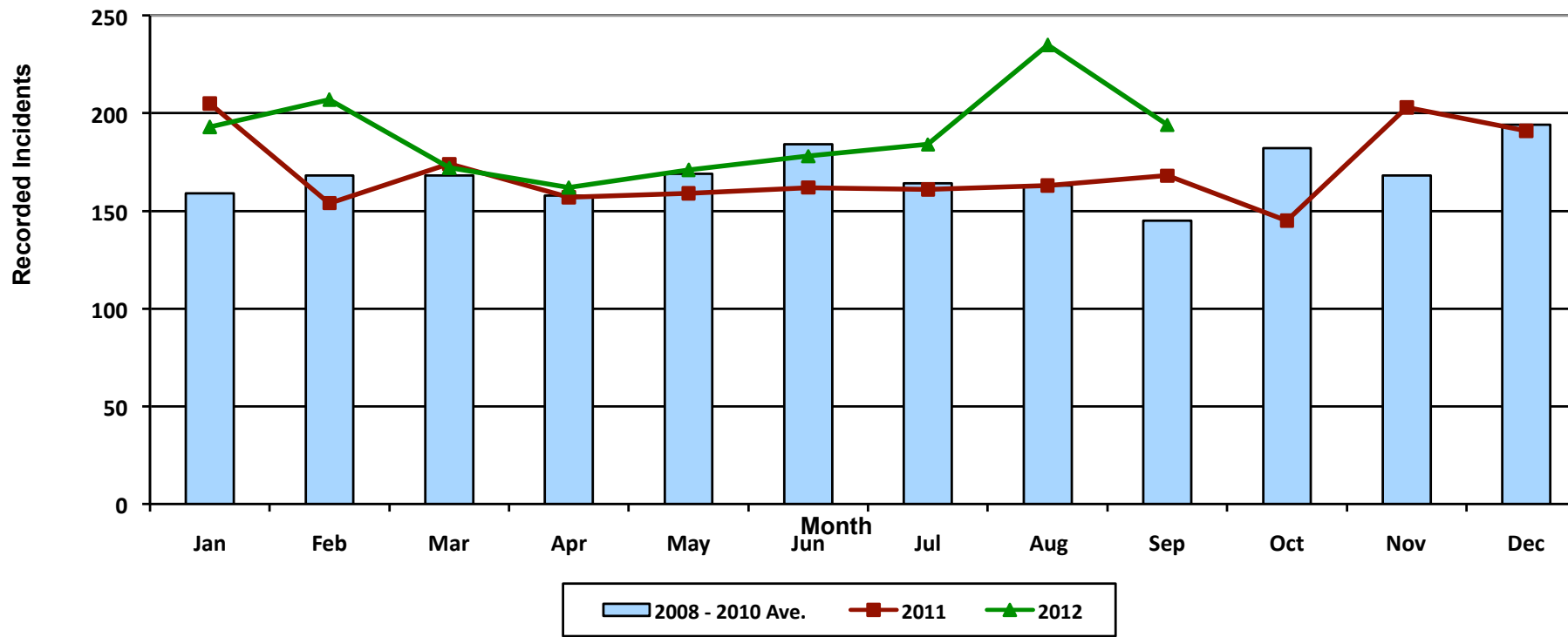
Mental Health Incidents (1M)

Recorded Mental Health (1M) Incidents, Canterbury District



Attempted Suicide Incidents (1X)

Recorded Attempted Suicide (1X) Incidents, Canterbury District



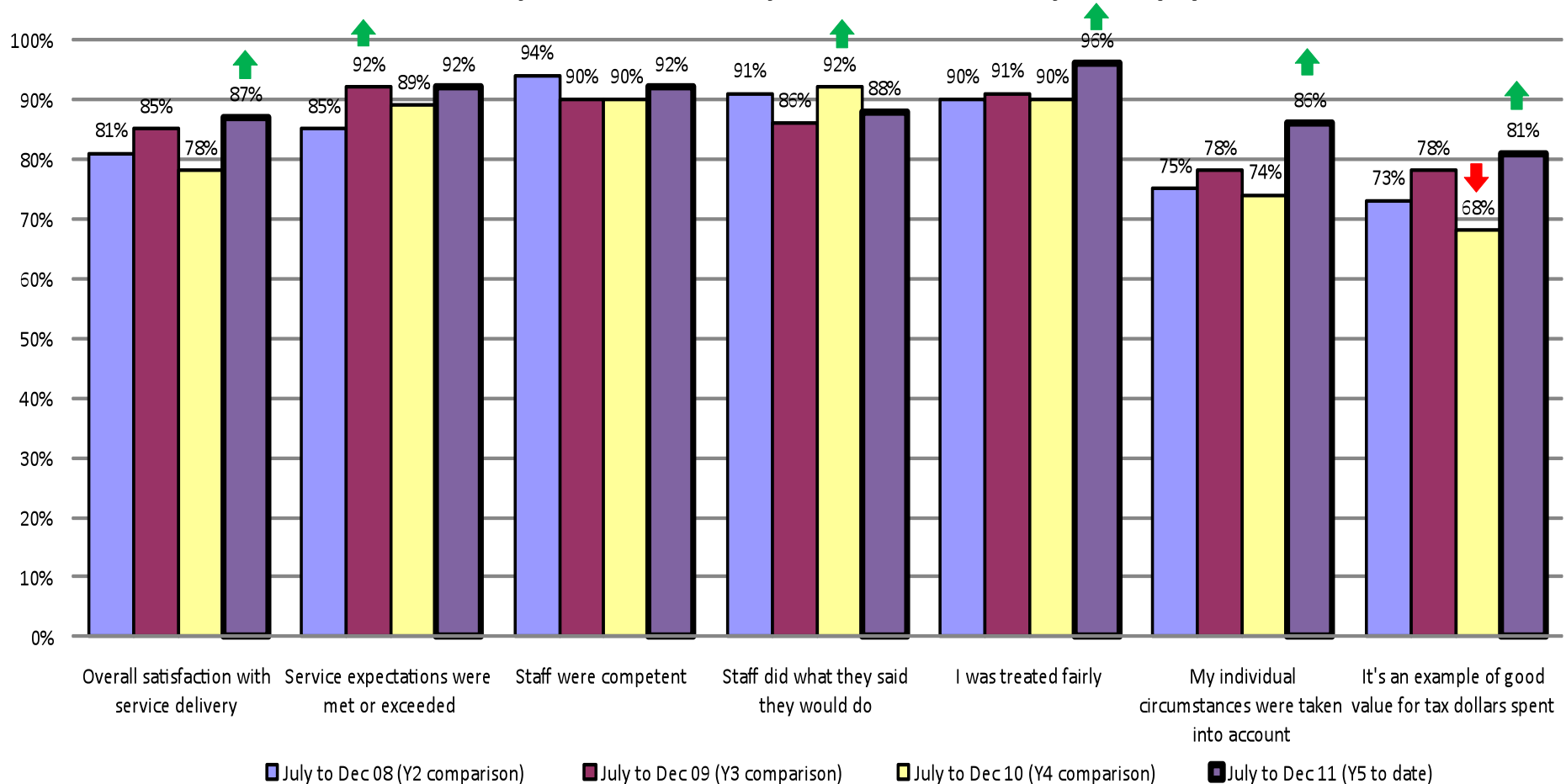
Crime & Social Impacts (continued)

- What has occurred to date:
 - *No change in levels of reported Family Violence*
 - *Crime has reduced by 20% across all classes*
 - *Burglary and fraud remain below averages*
 - *Recent spike in Suicide, Attempted Suicide and calls for service related to Mental Health issues*
- Non Police related:
 - *High levels of frustration with Earthquake Commission and Insurance Industry*

Monitoring Overall Service Quality

SERVICE EXCELLENCE

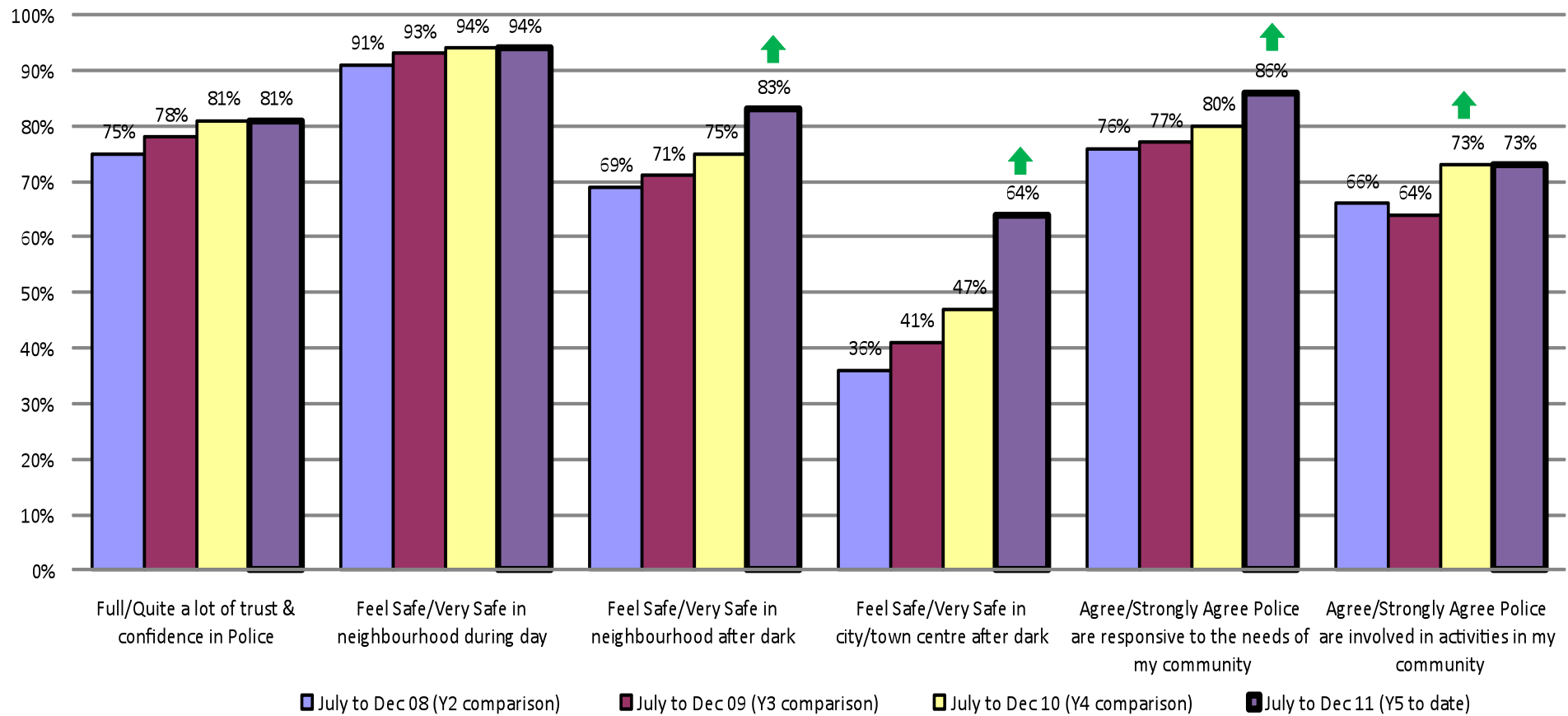
Canterbury - Overall Quality of Service Delivery - YTD(%)



Monitoring Trust and Confidence

SERVICE EXCELLENCE

Canturbury - Trust and Confidence - YTD(%)



Overall Satisfaction with Police Service

Overall satisfaction with service delivery	Feb-Jun 2008	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Northland	84%	81%	74%	78%	80%
Waitemata	77%	79%	77%	85%	82%
Auckland City	77%	72%	80%	82%	79%
Counties Manukau	82%	80%	76%	83%	78%
Waikato	83%	81%	77%	83%	78%
Bay of Plenty	78%	76%	78%	83%	84%
Eastern	84%	79%	78%	83%	76%
Central	73%	83%	79%	81%	82%
Wellington	79%	78%	78%	83%	85%
Tasman	79%	83%	83%	81%	81%
Canterbury	76%	83%	85%	77%	86%
Southern	81%	78%	83%	81%	82%
National	80%	79%	79%	82%	82%

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**“OPEN YOUR EYES...
LIFE IS BEAUTIFUL”**

QUESTIONS?