



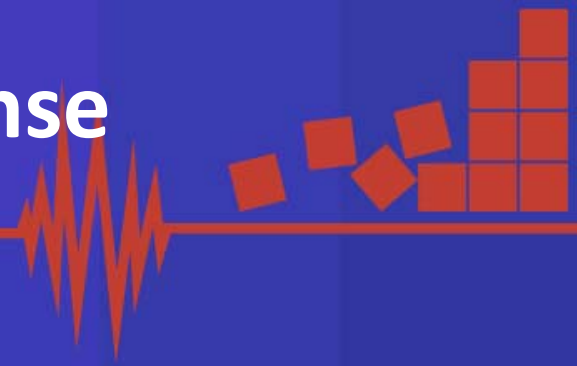
# Observations: Response



- Emergency response structure in Chile seems to be similar to NZ
- Unclear if a national strategy in place for reduction, readiness, response, recovery
- Unclear if a national awareness/readiness programme exists
- Timing of earthquake minimised impacts: they too were lucky: it could have been worse
- Unclear as to how EM authorities responded at national, regional or local levels



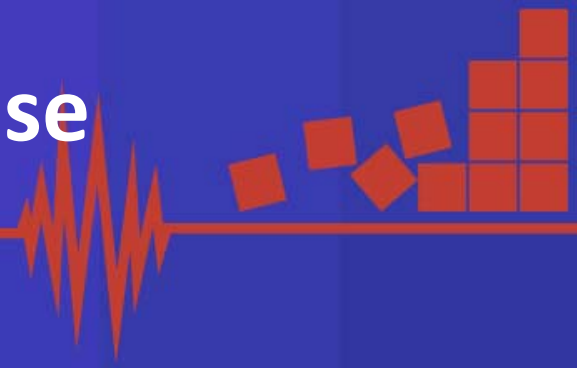
# Observation: Tsunami Response



- Public awareness of tsunami response appeared high: eg self-evacuations on natural warning
- But tsunami response by authority inadequate and now subject to official inquiry
- Public readiness for earthquake consequences not high: eg personal preparedness



# Observation: Utilities' Response



- Some utilities responded very well: eg water, electricity, Santiago airport (telecom?)
- Better understanding of cause and effect helps drive risk reduction and readiness
- Good utility responses based on planning, practice, corporate culture and leadership
- Some lifeline continuity aided by built-in redundancy/resilience eg roads and ports
- Utilities might now add resilience/redundancy features to networks



# Lessons: Readiness



- High risk of earthquakes and tsunami in Chile. Would expect high awareness and readiness measures based on research/collaboration
- Emphasises need for research to drive understanding of hazards and risks and practical applications in communities through policies, planning and guidance to various sectors
- NZ structure for encouraging research is very appropriate and done well, results in enhanced risk reduction and better levels of readiness and greater resilience



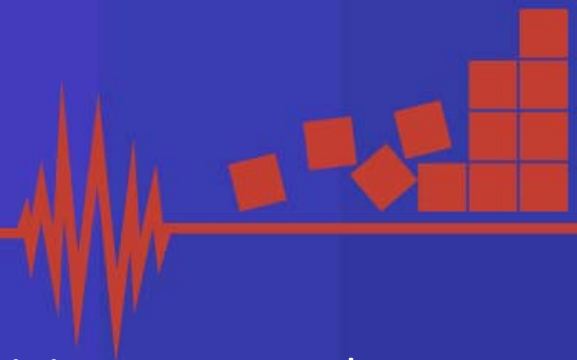
# Observations: Recovery



- Evidence of high degree of personal and community resilience esp in poor areas
- Recovery aided by good prior planning, prioritisation and co-ordination
- Authorities need to manage public's expectations: not swift and burdened by practicalities
- Disposal of debris will be problematic but prior planning helps
- Environmental management standards may have to be relaxed to facilitate
- Recovery offers opportunity to improve conditions but needs careful consideration
- Benefits to be gained by having communities involved in implementation
- Recovery could be thwarted by insufficient detailed options including design options



# Observations and Lessons



- Impact of large earthquake not as great as had anticipated: it is easy to scare!
- Power of the tsunami is impressive
- Impacts from both are unpredictable
  
- With resilience life will go on despite the impact and hardships
- Readiness at household and community levels count
- Planning by operators of critical infrastructure crucial to response and recovery
- Good prior planning means authorities do not need to control/direct ops
- Initiative, leadership, co-operation and community spirit count toward success

**We are on the right track BUT:  
New Zealand cannot be complacent**