

Hawai'i Community Emergency Response Team, Inc
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Sunday, August 12, 2018

Re: POST 2018 PUNA EVAC EVALUATION

Aloha Hawai'i Island Communities,

This communication gives notice of our intent to gather data of personal experiences following the May 2018 Puna Volcanic Event.

The Hawai'i Community Emergency Response Team, Inc (Hawai'i-CERT) is a non-profit organization, made up of volunteers who have either participated for the first time in a disaster to those who has over 75 years of services in Readiness, Response & Recoveries.

The compiled data will be matched with the various emergency manuals used by government agencies and the private sector. Upon completion of such of our evaluations, the focus shall be to raise attention to short-falls through outstanding-performances.



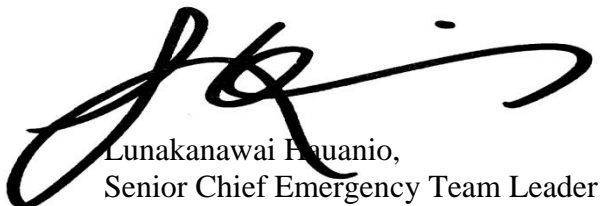
Examples of personal experiences are:

- ✚ “I was at work, and when I got my notice, I immediately drove home from Hilo, and upon arrival at the Pahoia Intersection, the police stopped me and asked me to get a placard from Civil Defense in Hilo. By the time I returned home, the lava had covered everything.”
- ✚ “I contacted my insurance company, after getting photos of my house on fire and the lava did not reach my house yet, my insurance company denied my claim.”
- ✚ “I filed my claims with FEMA, SBA, USDA, Red Cross, Goodwill, and Hawaii Civil Defense, it's been over twelve weeks and we've received nothing.”

Here is some of what we have learned:

- + Government's community "NOTICE" was untimely;
- + Government's "CONTINUED NOTICES" fall short;
- + Government's ground personnel lacked familiarization of their response protocol;
- + Government's volcanic emergency plan is executed as a "tropical storm" response;
- + Government's STAGING severely dysfunctional;
- + Government's SHELTERS lacked vision that negatively affected children, the elderly, single mom's, as well as the physically challenged;
- + Government's allocation of resources falls short to clearly communicate ground activities needs;
- + Residence expressed combative behavior, insensitivity, lack of compassion by Government and Red Cross personnel;
- + Government and Red Cross continue to struggle with "culture-clashes";
- + Government-to-Government communications met with untimely responses;
- + Government-to-Large Aid Organizations communications clashed with adequate and timely implementation of resources to affected community members;
- + Magnitude of this event was predictable and Government lacked imagination with its responses;
- + Government's readiness needs severe overhaul;
- + Government's lack of readiness caused inaccurate, ill-informed and un-trusted information;
- + 4 days after initial lava breach, a huge amount of impacted community-members lost vital information for recovery;
- + A "Easy-Access Best Up-To-Date Collective-Information Collaboration Systems" (EBUCCS) was far from Government's imagination;
- + Government, Private Organizations and Groups received relief resources – as many impacted community-members fell through the cracks due to the lack of EBUCCS;
- + Many impacted community members are unable to be reached after leaving impacted area;
- + Private sector's count does not match government's reporting;
- + Residences contact Government Legislatures and Departments and received extremely slow response;
- + Residence utilization of "virtual media" took frontline for EBUCCS;

Please feel free to contact us with any clarification or questions. Reply to this email or send us your postings, if any, letters and any form of communications regarding your personal experiences before, during and after the evacuation.



Lunakanawai Huanio,
Senior Chief Emergency Team Leader