1 Malaysia Community Alliance Foundation (1 MCA Foundation)
Crisis Relief Squad of MCA (CRSM)

Overview

- The climate is warm and humid throughout the year and it is a physically blessed country which does not experience drastic weather changes or natural calamities.
Types of Flooding

- Flash Flooding (localise and short duration)
- Monsoonal Flooding (widespread and long duration)
- Flooding caused by tsunami (an isolated case)
Flooding caused by tropical storm Greg Penampang, Sabah 26 Dec. 1996

Effect of Tsunami in Kuala Kedah, Dec 2004
Kota Tinggi, Jan 2007

2011 southern Malaysia Flood

KUNDANG ULU

KUNDANG ULU
2012 southern Malaysia Flood

Flash Flooding

Floods cause havoc in KL
- Two lives lost
- Businesses and traffic come to a standstill
KL hit by floods

Three-hour downpour causes havoc in city

Flash Flood
KL City Center 2012
1 MCAF Vision & Mission

Vision

Service for the people, by the people: To fulfill the 1Malaysia spirit of serving the nation and the people

Mission

- To **improve the quality of life** and future well being of the poor and needy segment of society
- To provide timely, appropriate **assistance and relief** to the disaster victims
- To **provide** relevant manpower, material, medical, counseling and legal consultation to the general public
Role of 1MCA foundation

- 1MCA Foundation service scope can be divided into:
  - **Outreach Services**
    - Health Screening
    - Public Services & Complaints
    - Consultation & Application
    - Public Awareness
  - **Crisis Relief**
    - Action Relief
    - Recruitment & Training

- **Health Screening**: Serviced by qualified doctors, paramedics, first aides and trained volunteers will provide immediate medical support and free health screening to the public.

- **Public Services & Complaint**: To receive public complaints, which are currently managed by Ministries/Members of Parliament/State Assemblies/District Councillors/Local Councillors, and refer to the related Ministries.

- **Consultation & Application**: To help the underprivileged; i.e., poor, single parent families, women and children by giving them counseling and assisting them to apply for the related subsidies/assistance.

- **Public Awareness**: To increase public awareness on general issues and local issues through seminars, flyes and other publicity materials.
Role of 1MCA foundation

- **Action Relief**: To provide relevant manpower, material, medical, counseling and legal support by setting up a Crisis Response Team for immediate crisis intervention during emergency and disaster.

- **Recruitment & Training**: To establish an efficient recruitment system to enroll or admit more public to take part, and to strategize, plan and organize various relevant services and training suitable to the needs of society.

Brief Introduction of Crisis Relief Squad of MCA (CRSM)

**Establishment**: CRSM was established in April 2005 under the Malaysian Chinese Association (MCA).

**Reasons Leading to the Establishment of CRSM**
- Unexpected strike of the Asian tsunami in 2004;
- MCA has a great number of members spreading all over the country;
- Active involvement of members in local communities;
- Strong rapport with government agencies & other voluntary NGOs.
Brief Introduction of Crisis Relief Squad of MCA (CRSM)

- **Objective:** To provide humanitarian services to the survivors of natural disasters.

- **Mission:** To provide timely, appropriate relief and assistance.

CRSM’s Experiences in Major Flood Relief

a. 2005 Northern Malaysia Flood:
   First CRSM on site involvement in flood relief.

b. 2006 Shah Alam, State of Selangor Flood:

c. 2007 Southern Malaysia Flood:
   Worst flash flood ever
   hit State of Malacca & Johore.

d. 2011 southern Malaysia Flood:
   During Chinese New Year Period
Readiness

Normal Standby Phase  
筹备阶段
- Recruitment  
- Training

Activation Standby Phase  
启动阶段
- Set up Crisis Relief Management Committee

Response Phase  
行动阶段
- Deployment Crisis Relief Squad  
- Relief Assistance

Recovery Phase  
复苏阶段
- Rehabilitation  
- Submission of Action Relief Report

End

**GREEN**

Normal Standby Phrase  
- Non-disaster period  
- Crisis Relief Squad actively involved in the recruitment and training of volunteers

绿色警戒期：筹备阶段  
- 非灾难期间，赈灾队积极从事志工招募和培训工作；  
- 保持警惕，时时关注有关灾难的报告/新闻。
Activation Standby Phrase

- If there is a possibility that a major incident will occur, Crisis Relief Squad will get ready
- Formation of a local Crisis Relief Management Committee

橙色警戒期：启动阶段

- 若预测可能发生灾难，赈灾队应准备就绪及拟定赈济行动方案。
- 设立当地赈济行动委员会。
Response Phrase

- Crisis Relief Squad is deployed to the incident area/involvement with relief work.

红色警戒：行动阶段

- 灾难发生后/期间，赈灾队将到灾区参与赈济工作。
- 向基金会报告灾区近况以及赈济行动的进展。
- 和基金会保持联系，必要时可向基金会要求援助。
Recovery Phrase
- Help in cleaning the affected areas
- Repair of public utilities

复苏阶段
- 协助清理灾区，如学校、住宅区等。
- 提呈赈济行动报告。
A. Early Stage :

a. **Conduct survey & first hand information** of site condition. Periodical progress reports on site situation to CRSM HQ.
b. **Alert residents** of low laying areas to prepare for evacuation.
c. Set up localised **crisis relief operation centre**.
d. **Preparation of tools & equipments** such as boats & safety jackets etc.
CRSM’s Role in Flood Relief

B. During Crisis:
   a. To provide manpower in helping the official rescue teams & agencies to evacuate flood victims.

   b. To complement the official rescue agencies in providing food & supplies in isolated areas that might be overlooked by official rescue team.
CRSM’s Role in Flood Relief

c. To provide CRSM voluntary workers at evacuation centres.

d. Distribution of appropriate quantity of food & supplies to the respective evacuation centres & isolated areas.

Disaster Portal

- Developed for the National Security Council of Malaysia, this portal is an informational and warning center of current data on occurring disasters in Malaysia. News, warnings, information and activities on various types of disaster can be accessed here.
Portal MKN

National Security Department


www.smarttunnel.com.my
CRSM’s Role in Flood Relief

C. Post Disaster:

a. To help **register losses suffered by flood victims**. Assist them in getting aids both from government & private sectors.

b. To offer **post crisis site cleaning** to public amenities & residence of flood victims.

c. To **organise large scale community cleaning up programme**. Improve health condition in post disaster areas.

Fundraising Campaigns

a. Earthquakes in Sichuan, China (2008)
c. Typhoon Morakot, Taiwan (2009)
d. Typhoon Ketsan, the Philippines (2009)
e. Earthquakes in Padang, Indonesia (2009)
State Relief & Operation Center

Volunteer Management System (VMS)
Introduction

- VMS is an online web application which would allow the Crisis Relief Squad of MCA (CRSM) to manage volunteer, supply and crisis records.

- The system, which allows CRSM to create, upload and modify volunteer and suppliers details. SMSes will be sent to relevant members and suppliers to request for manpower and supplies.

- VMS can also be done via mobile phones that can be used to do crisis reporting from anywhere. This would allow crises and disasters to be reported pervasively if compared to doing a report using a personal computer.

- With VMS, CRSM hopes to speed up the process of dispatching members during a crisis as well as store a well documented list of crisis reports, memberships and supplies so that disaster relief may now be done efficiently and easily.
Objectives

The main objectives of the VMS are as follow:

- To allow **better management of volunteer records**
- To allow state leaders/national chiefs of CRSM to **perform crisis reporting** whenever a crisis/disaster strikes
- To create a more simpler and pervasive manner of **crisis reporting using the mobile reporting module**
- To allow a **paperless approach for record keeping and management**
- To provide better **organization of CRSM's crisis supplies using Supply Chain Management**

Main Feature

1. Volunteer Management
2. Crisis Management Report Disaster victims survey
3. Supplier Management
4. Bulk SMS
5. Stock Management (Phase 2)
6. Online Training (phase 2)
Functionalities of a Volunteers Management System

- **Web portal for online services**
- **Database and data mining system**
- **Uploading state activities to VMS**
- **SMS Messaging to volunteers & Suppliers**
- **GPS for location**
- **Uploading photos on disaster site**
- **Reports print-outs**

**CRSM Mobile Model for Disaster Management Diagram** (Flow diagram)

- **Disaster Strikes**
  - Staff takes report
  - State leaders receive report on mobile device

- **CRSM Server notified**
  - Sends SMS and waits for replies.

- **CRSM Volunteers**
  - The CRSM Server will be notified and leaders will be sent relevant information.

- **CRSM Voluntary Suppliers**
  - At the same time, the server will send SMS to suppliers to confirm their availability and sponsorship.

- **Orade Search Team with GPS Device**
  - SMS to field search team will either be served and presumed to be leaders and the search locations around the disaster area.
Future Plan

- The VMS system could also send crisis details and information to other NGOs or government agencies through the pervasive and ubiquitous framework.
- This could help increase the focus on a disaster stuck area by providing what CRSM knows regarding the crisis.
- On the opposite end, the NGOs and government agencies could also send details back to the VMS. With such information sharing available, every involved party could coordinate to provide the relevant help to victims.
- In order to do this, technical discussions must firstly be made to ensure that the systems can communicate and coordinate the relevant information to each other.

Summary

- As a NGO which is involved in Disaster Crisis Management, we are aware that our stand and role is to provide Crisis Relief only, and not Rescue Services.
- Proper training will help our members to understand and know their role in Crisis Relief.
- Building strong relationships with Government Agencies and NGOs is very important in order to allows us to react quickly and effectively in response to an incident.
- Though we might not know when or where the next disaster will strike, we will be prepared for it before it occurs.
We uphold the virtues and righteousness of mankind!

Thank You.
What is SMART?

- SMART is an acronym for Stormwater Management and Road Tunnel
- A project under the Federal Government initiated to alleviate the flooding problem in the city centre of Kuala Lumpur.
- The project is implemented through a joint venture pact between MMC Berhad and Gamuda Berhad with the Department of Irrigation And Drainage Malaysia and the Malaysian Highway Authority as the executing government agencies.

Why?

- In April and October of 2001, and again in June 2003, massive floods in Kuala Lumpur caused serious damage.
- It was apparent that the rivers flowing through the city were unable to hold the water and space constraints did not permit river improvement work.
Overview

- First multi-functioning tunnel in the world.
- Located 20 m below city
- Use of biggest TBM
- Use of special TBM for soft grounds
- Built pre-cast slabs for highways
- Total cost approximately $514 million.

www.smarttunnel.com.my
Overview

- The motorway tunnel is suitable for **light vehicles** only (< 2.0m height). **No motorcycles and heavy vehicles.**
- **Unidirectional traffic flow** – reduce accident risk
- 2 traffic lanes and 1 emergency lane – expedite emergency response
Technical Specifications

- Stormwater Tunnel:
  - Stormwater tunnel length: 9.7 km Diameter: 13.2 m (outer diameter)
  - Tunnelling method: Tunnel Boring Machine (TBM)
  - TBM type: Slurry shield

- Motorway Tunnel:
  - Motorway tunnel length: 4 km
  - Structure type: Double Deck
Geological Profile

- Kuala Lumpur city is sitting on Karstic limestone geology with high ground water table.
- The special features of Karstic limestone include cliffs, pinnacles, cavities, collapsed cavities and sinkholes.
- Overlying these Karstic limestones is loose alluvium from previous tin mining activities.
- Due to the nature of the soil condition, much thought and planning was channeled towards the selection of a construction method that would have minimal negative impact on the geological condition of the soil.
How Does SMART Help?

- Main purpose to divert floodwaters and prevent spillover into communities near the Jalan Tun Perak Bridge.
- Reduces traffic congestion during rush hour.
- Motorists reduce travel times between Jalan Istana Interchange and Kampung Pandan from 15 min to 4 min.
Operation

- **MODE 1**
  - When weather is fair with little or no rain and traffic is allowed in the tunnel

- **MODE 2**
  - Activated when moderate rainfalls and the flow rate recorded at the confluence of upper Sg. Klang/Sg. Ampang (L4 flow station) is 70–150 m³/s. Only 50 m³/s is allowed to flow downstream
  - Excess flood water will be diverted to SMART storages and only the lower drains of tunnel will be used to convey flood flow to the Desa attenuation pond
  - Road tunnel will still be opened to traffic

- **MODE 3**
  - Activated when major storm event occurs and flood model forecasts a flow rate of 150 m³/s or more at L4
  - Traffic will be evacuated from the road tunnel. This normally takes about one hour. Only 10 m³/s is allowed to flow downstream
  - If heavy rain storm stops early or due to some specific circumstances, then the traffic tunnel will not be flooded
  - Road tunnel will be re-opened to traffic within 2–8 hours after closure

- **MODE 4**
  - Activated if heavy rain storm prolongs, usually will be confirmed 1–2 hour after Mode 3 is declared
  - Road tunnel will be used for passage of flood after traffic evacuation completed. Only 10 m³/s is allowed to flow downstream
  - Road tunnel will be re-opened within 4 days of closure