Extended abstract


The Project shown from now on is based on Public Policy Regulation studies as one of the elements crisis manager and its proposal is to explain how to prevent and what's the right position to assume when the natural accidents happens.

The topics presented here are those one considered as the most important in the Government Institution, in this case, the institution is the Rio de Janeiro City Hall and its Operation Center – "Centre of Operations of Rio de Janeiro", that is the central office to control emergences regarding Legal Defense. "Centre of Operations of Rio de Janeiro" is the Central Office containing different government structures and with a multidisciplinary professional team previously selected (technicians and employees) to analyze and evaluate threats, to develop and implement alternative answers and also communicate to all involved in the program, in an orderly manner, all necessary information and decisions to be taken, if needed; as well as coordinating the back to normal operations, once having been terminated the threat or crisis involving civil defense.

Since the threats coming from a crisis of public policy can impair significantly the daily management and continuity of operations of a Government Organization, it becomes imperative that the institution is prepared to respond immediately to such situations, thereby minimizing the destructive effects to the civil society.

Therefore, the mainly function of a crisis management plan is to provide an early and effective reply to the threats coming from public security crises and/or natural disasters, as well as to provide the necessary information to teams that are working previous structured and training according to a planning and organization, avoiding disagreements, faults and negligence that are very common in these kind of events.
The methodology used was researches and reading of various national and international bibliographic references, some case studies and the presentation of different literature on Urban and Environmental Engineering.

Considering that prevention is better than cure and to ensure functionality and improvements, the purpose of this document is to evaluate the operability and importance of Rio de Janeiro Operations Center regarding its responsibility in the control and support in crisis management and public security and/or natural disasters.

In the context of events that affect the management of public order, we always believed that Brazil was not exposed to the devastating force of nature, especially earthquakes and hurricanes, among other kind of natural disasters that we have never seen in our country. However, with the significant increase in population, an uncontrolled increase that was caused because of an unplanned urbanization, most of them in areas considered very dangerous (precipice, declivity, rivers and so on) and where climatic effects are of great consequences and larger impact on social structures.

Many incidents, in despite of a disaster or kind incidents, being them large or small, they often require a coordinated reply, coming from several agencies throughout a system of command and control that had already been established.

Most of the plans to held Public Safety crises and/or natural disasters is inappropriate and usually lower than the procedures adopted as a daily report to these situations. This evidence happens as in communities with advanced response, as in those one which there is only one basic system reply.

Public security crises and/or natural disasters, regardless their nature or extent, they cause disorders of several levels and complexities. Historically, all records related to these studies, presents us with a lack of preparation and integration, a reply consider very bad if compared to the magnitude of the event and the most strategic decisions being taken on the basis of the existing structure, causing, frequently, chaos and requiring a basic and specialized support, in order the actions may be coordinated and based on a planning effective to the local realities as well as permanent training of the responsible members of the emergency and the general public.

As per shown in the Cases referred here, it is possible to verify, in a very clear way, that the reply for the Public crisis, (public security and or natural
disasters) was not seen as very important, but it was neglected; so, adequate measures was not taken for the correct management of information and necessary knowledge to control the event, as well as the integration and coordination of the reply as a whole.

In the specific case of Rio de Janeiro, main subject of this study, the main threats is due to rainstorm, resulting causing mudslides in hazardous areas, also flooding in areas where irregular occupation at river limits always happens.

Based on the international cases analyzed here, which were the theoretical reference for this written study, it can be concluded that the structuring and implementation of a structured and integrated plan for crisis management of public policy is fundamental for the Municipal Government remains acting in the event in case of a significant interrupt due to a threat or a real situation.

As per informed before and only to reinforce, this study is based on Rio de Janeiro areas. Specifically for these areas, it was evident that in order to protect from continuous threats or real situation of the present days, the real world, it is seen as necessary to maintain a special sector acting as an Operations Centre, the Civil defense sector, supporting the necessary structure for an effective program, and the continuous evolution, being widely accepted in strategic level to ensure the leadership resources.

It was noted the importance of establishing and cultivating disciplinary rules a culture, having the feeling that the occurrence of a disaster in a community, it's not a question of "If" but "when", as there is no region around the world immune to a public security crisis or disaster.

It is important to emphasize that the success of any reaction in critical situations of public crisis depends, at any point, of the Government, of a previous job prevention elaborated by local Government and not only of a technical team and employees in general. This preparation concerns both the ability to anticipate the necessary information and to predict the answers, in urgent cases, such as the ability to provide all the resources – human and technical.

For the maintenance of the Legal order, the occurrence of events in the past should serve as a warning for the future, but the absence of disasters in the past only serves for statistics, not serving as an advisor for future situations.
Thus, previously the events should be kept a structure that supports actions as:

- Analysis of vulnerabilities, threats and Risks
- Planning
- Contingency systems
- Training
- Monitoring of potential risk situations
- Alert
- Alarm

Finally, as final learning, it is important to understand that a crisis of Legal order is an entity in itself with all its natural dynamics; so, the Local Government must work systematically and previously testified to avoid making the wrong conclusion that punctual actions and individualized can fix so segregated different problems.

Based on this extensive research, the Cases discussed here and literatures shown, we may consider the Operation Center of Rio de Janeiro one of the most successful cases of restructuring government to reply crises of Legal order based on a correct and efficient strategy management.

The faults identified in the international and national case studies that were presented during the study corroborate with the indication that there must be an organizational structure responsible for protecting society from the constant threats or actual situation of the actual days. This structure should contemplate a team of technicians and staff, previously selected and trained to analyze, assess the actual and potential threats, develop and implement alternative answers.

So, in order the Local Government can try to protect themselves from constant threats or actual situation of the contemporary world, it must be built and implemented an integrated Civil Defense sector at all levels to contain a structure necessary for an effective program and this program contemplates at least, but not limited, to:

- Identify and quantify the main potential threats and real situations to public order (security and natural disasters) considering the complexity of its social structure, analysis of vulnerabilities, threats and risks; planning; Contingency systems; Training; Monitoring of situations of potential risk; Alert and alarm.
Identify and quantify the damage potential of a significant disruption of governance in line with the main identified threats;

Develop and deploy strategies and feasible recovery plans to ensure the continuity of governance in all its critical levels or not critics;

The management of all the operations center program must include: maintenance and update of systematic contingency plans; realization of simulated exercises with organizations members; continuous improvement and its inclusion in the daily training practices;

The development and validation of a single conceptual framework of viewing the organization, calling the functional areas and a myriad of functions inherent in an integrated crisis management of public policy (security and natural disasters).

The development and validation of an inventory of skills prioritized (array of Responsibilities) necessary for a system to provide a public policy crisis management (security and natural disasters).

Keywords

Emergency response; Crisis management; Risk management.