Tehran Disaster Mitigation and Management Organization’s Project in the Promotion of Life Quality

Tehran Neighbourhood Emergency Response Volunteers

TEHRAN DISASTER MITIGATION AND MANAGEMENT ORGANIZATION 2012
THE BEST PRACTICES AND LOCAL LEADERSHIP
IRAN

Tehran Disaster Mitigation and Management Organization’s Project in the Promotion of Life Quality

TEHRAN DISASTER MITIGATION AND MANAGEMENT ORGANIZATION
The main objective of Tehran Development Strategy (Tehran Prospect) is to become a global knowledge-based and intelligent metropolis as a model of inclusive city for the Developing Countries’ metropolises. Tehran Municipality as a social organization has the mission for sustainable development in association with its citizens.

One of the most important policies of Tehran urban management is to apply the “society-based” and “work advancement” approaches in working ‘with’ people and not ‘for’ people.

This issue indicates that quality and methods are of high importance besides quantity toward achieving goals and success. In this regard the application of methods should result in promotion of people’s participation and presence, creation of a sense of responsibility, belonging to the city and neighborhood and increasing synergy and sympathy between citizens.

To decrease vulnerability of the city and citizens against natural and urban disasters and to increase safety, are sustainable development indicators. These indicators demonstrate people's participation and urban management success.

Tehran citizens can play a great role in self-rescue and others-rescue procedures during the crisis time. They can increase their participation in urban management projects in general and get involved in Tehran’s crisis management based on prevention, preparation and confrontation in particular, and they also can assist Tehran’s crisis management organization with becoming members of the ‘neighborhood emergency reaction volunteers group’ (DAWAM).

Mohammad Bagher Ghalibaf
Mayor of Tehran
Tehran Crisis Prevention and Management Organization from executive point of view is responsible for all operational axes of the comprehensive cycle of crisis management in the city of Tehran.

One of the issues admitted by the urban management of Tehran and the above-mentioned organization is the role people and citizens play in the ultimate success of the measures taken by the comprehensive crisis management. That is to say, full implementation of the missions and sovereign duties by no means could guarantee an acceptable level of safety of the society against the hazards and crises and such an important task could only be achieved when the cycle of sovereign acts are completed with the participation of people and at local levels.

Now the important point here is that citizens in order to play their complementary role in crisis management system should enjoy necessary capabilities and learn proper behavior in pre-crisis, in-crisis and post-crisis conditions. These capabilities would lead to providing citizens with the required preparedness and awareness for active participation in the comprehensive crisis management system of their cities and benefit from its results which are growing increase of safety in urban life and decrease in losses. Therefore, the series of crisis management trainings in Tehran should be in line with the achievement of the above-mentioned target and enable Tehran citizens to help members of their families, their neighbors and residents of their neighborhoods at the time of accidents and expanded disasters (natural or human) by taking effective and correct measures.

One of the mechanisms this organization has experienced for benefiting from people's participation is training, organizing and equipping citizens within the framework of volunteer emergency response groups in the neighborhood. Through this method, a sound behavioral pattern would be stabilized among them for rendering help to other neighbors and residents in the neighborhood within the first moments after the occurrence of disasters and incidents at the neighborhood level. Thus a significant number
of citizens would receive training about sound rendering of relief work to those who are affected and support other citizens in the first hours after the incident. This would be organized properly and would not only play a highly effective role in the relief and rescue operations and serve as suitable complements for the specialized forces but could promulgate the culture of safety and self-relief within the society. Therefore, the organization while following up formation of at least one volunteer group at 374 neighborhoods of the city of Tehran, has taken measures for planning, organizing, training, equipping and using the aforementioned groups to develop people’s participation, increase efficiency and institutionalize people's voluntary activities and decentralize comprehensive crisis management of Tehran (prevention, preparedness, response, reconstruction and rehabilitation).

Azizollah Rajabzadeh
Head of Tehran Disaster Mitigation & Management Organization
Iran and Tehran City Location in the Middle East
Tehran City Limits and Location in the Southern Foothills of Alborz Mountains
Tehran Information

Province: Tehran
City: 1500 km (578 sq mi)
Urban: 686 km (265 sq mi)
Population (2006): about 11,000,000
Density: 10000 (25,899/sq mi)
District: 22
Sub district: 155
Neighborhood (Mahale): 375

Integrated Vulnerability Map of Tehran
Tehran Neighbourhood Emergency Response Volunteers
1. a. Name of the Best Practice  Tehran Neighbourhood Emergency Response Volunteers  
b. City  Tehran  
c. Country  Iran  
d. Region  Asia  
e. Has this initiative been submitted previously?  No  

2. Address of the Best Practice  
   Name of the Organization  Tehran Disaster Mitigation & Management Organization  
   Address  Ninth Street, Jalal-e-Al-Ahmad Highway, Tehran, Iran  
   Tel  +98(0)2144244040  
   Fax  +98(0)2144267365  
   Email  info@tdmmo.ir  

3. Contact Person  Ms. Saleh (Deputy of training and public participation)  

4. Type of Organisation  Community-Based Organisation  

5. The Nominating Organisation  
   a. Name of Organisation  IAARA  
   b. Address  Unit 1, 12th floor, Iran Trade Center (ITC) Bldg, Africa Blvd. Tehran, Iran, Postal code 1966944914  
   Tel  +98(0)21 26212516  
   Fax  +98(0)21 26212522  
   Email  office@iaara.org.ir  
   c. Contact Person  Gelayol Mosaed  
   d. Type of Organisation  Non-Governmental Organisation  

6. The Partners  
   Partner 1  
   a. Name of Organisation  Tehran Red Crescent Society  
   b. Address  Ostad Nejato Allahi St. Tehran, Iran  
   Postal Code  1598913319  
   Tel  +98 (o) 2188900111  
   Fax  +98(0)2188903225  
   c. Contact Person  Dr. Seyed Montazer Shabar (Head of Tehran Red Crescent Society)  
   d. Type of Organisation  Others, Community Governmental Organization (CGO)  
   e. Type of Support  Other, Scientific and Educational Support
Partner 2

a. Name of Organisation  Tehran Fire Station and Safety Services Organization
b. Address  Meimanat Street Junction, Azadi St. Tehran, Iran
   Tel   +98(0)2164320
   Fax   +98(0)2166058589
   Email  info@125.ir

c. Contact Person  Head of Tehran Fire Station and Safety Services Organization
d. Type of Organisation  Community-Based Organisation
e. Type of Support  Other, Scientific and Educational Support

7. Financial Profile

<table>
<thead>
<tr>
<th>Partner</th>
<th>Year 2006</th>
<th>Year 2007</th>
<th>Year 2008</th>
<th>Year 2009</th>
<th>Year 2010</th>
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<td>Crisis management headquarters in 22 Regions</td>
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<tr>
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<td>Total Budget (US $)</td>
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<td>560.000 US $</td>
<td>1.010.000 US $</td>
<td>1.847.000 US $</td>
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8. Category of the Best Practice

Disaster and Emergency
1. Reduction of vulnerability
2. Response capacity
3. Life-line systems
4. Risk assessment and zoning
5. Contingency planning and early warning systems
6. Civic awareness and preparedness
7. Hazard and risk reduction and mitigation
Resilient Communities
1. Natural disasters
2. Strategic partnerships.

Urban Governance
1. Urban management & administration
2. Legislation
3. Decentralization
4. Institutional reform
5. Women in leadership roles
6. Partnership with civil society
7. Public policy
8. Human resources and leadership
9. Resource mobilization
10. Management and information systems
11. Transparency and accountability
12. Public-private partnerships

9. Level of Activity  City
10. Eco-System  Semi-arid
DAWAM program's logo

دوام
داوطلب و اکتش اضطراری محله
۲۲ ساعت... تا رنگ زندگی
SUMMERY

Based on global experience, emergency response operations in the time of crisis are beyond government’s capacity, solely.

The role of local residents in disaster response worldwide experience –which is also being experienced globally- demonstrates that no official disaster response system can cope adequately with a major seismic disaster. Such disasters may occur only once in several decades and the cost of establishing and maintaining a truly adequate response mechanism would be prohibitive. Thus, when disaster strikes, several days may elapse before official response teams reach all stricken sites. In consequence, local residents, neighbors and family members are not rescuing by professionals but large portions of earthquake victims, based on global experience.

However, in spite of these efforts, the effective contribution of local residents’ is severely limited by their lack of preparation. Most “spontaneous volunteers” have scant knowledge or skills regarding search and rescue processes, handling of victims, first aid techniques, etc. There is no team organization or communication structure between them and essential rescue equipment, tools and materials are generally missing. Poorly prepared rescuers may actually cause unnecessary injury to the disaster victims and themselves. When professional civil defense teams do arrive on the scene, there is no clear basis for their collaboration with poorly organized local volunteers.

The DAWAM Volunteers approach is designed to mobilize the potentials of local residents while systematically addressing their weaknesses. ‘Education’ and ‘coordination’ are the most important principles in order to potentials mobilization.

Some pictures of introducing animation of DAWAM program, for broadcast on national TV. This animation is about a residence who encouraging one of the other neighborhood's resident to participate in this program and visit the training center of the program in the neighborhood.
Hence a carefully designed program of training and practical exercises is needed for effective disaster response that imparts the basic knowledge, skills and confidence. The organization required to coordinate activities – and to maintain group preparedness over the long term– is provided by a DAWAM group structure with clearly defined roles, functions and procedures. The nature of these groups is being built on three bases: Neighborhood, volunteers, and people.
Finally, protective clothing, appropriate tools and equipment enhance the effectiveness of volunteers.
Neighborhood-based approaches are particularly effective because of their adaptation to the specific vulnerabilities, problems and priorities of the local population. Vulnerability is reduced not only by building civil society, and improving the relationships between communities and the official disaster management system.

‘DAWAM’ project has been one of the most successful projects of the ‘Crisis Prevention and Management Organization of Tehran’ that is started since 2006. In 2008, the project was submitted for operation in all Tehran’s neighborhood (Mahalle), and since 2011 it is being performed in 375 Tehran’s neighborhood.
‘Swiss Development and Cooperation Agency’ has been the executive fellow in the pilot project. Some other organizations such as ‘Iran Red Crescent Society’ and ‘Tehran Fire Department’ have cooperated with the project.

**KEY DATES**
2006: The project start date, beginning of the project study phase
2007: Beginning of the experimental project phase in five district of Tehran city
2008: Confirmation of Tehran Islamic city council for implementation in all neighborhoods of Tehran
2009: The project implementation in 40 districts of Tehran
2010: The project implementation in 120 neighborhoods of Tehran
2011: The project implementation in other remaining neighborhoods (375 neighborhoods)

SITUATION BEFORE INITIALS BEGAN
Tehran has not experienced a disastrous earthquake since 1830. Urban development has been rapidly processing in Tehran without the development of proper disaster prevention and mitigation measures against potential earthquake.
It is required not only to establish safe and secure urban environment but also empowering the civil society against potential earthquake.
The DAWAM Volunteers approach is designed to mobilize the potentials of local residents while systematically addressing their weaknesses.

ESTABLISHMENT OF PRIORITIES
The civil society participation is one of the DAWAM approach aspects that concerns integrated disaster risk reduction strategies. The other aspects, including mitigation (increasing the resilience of structures, infrastructure and vital services) and capacity building of the official disaster response system at national, regional and local levels, also addressed and linked to the DAWAM approach.
The approach based on following principles:
Door-to-door introduction of DAVAM program in neighborhoods
دوام چیست؟

دوام، حجتی است که از جریان‌های زنده‌مانده قابل تعیین‌سازی می‌باشد. به این ترتیب، اگر‌چه این مفهوم برای هر جنبش و سازمانی تفاوت و تغییر نشان نمی‌دهد، اما به‌طور کلی، این مفهوم می‌تواند به عنوان یک مدل سه‌بعدی برای جمعیت‌های مختلف مورد استفاده قرار گیرد.

اعداد طرح

1. گزارش‌های زبانی این مسئله می‌تواند به‌صورت اسلالو و پردازش الگوریتمی برای پیاده‌سازی شود.
2. اگر عملکرد این مسئله به‌صورت صورتی و فیزیکی شود، ممکن است این مسئله به‌طور کلی، این مسئله به‌صورت صورتی و فیزیکی شود.
3. اگر عملکرد این مسئله به‌صورت صورتی و فیزیکی شود، ممکن است این مسئله به‌طور کلی، این مسئله به‌صورت صورتی و فیزیکی شود.
4. اگر عملکرد این مسئله به‌صورت صورتی و فیزیکی شود، ممکن است این مسئله به‌طور کلی، این مسئله به‌صورت صورتی و فیزیکی شود.

یکی از مسئله‌های اصلی این مسئله به‌صورت صورتی و فیزیکی شود، ممکن است این مسئله به‌طور کلی، این مسئله به‌صورت صورتی و فیزیکی شود.

برای پیاده‌سازی این مسئله، ممکن است این مسئله به‌طور کلی، این مسئله به‌صورت صورتی و فیزیکی شود.

نتیجه‌گیری

نتیجه‌گیری از جریان‌های زنده‌مانده قابل تعیین‌سازی می‌باشد. به این ترتیب، اگر‌چه این مفهوم برای هر جنبش و سازمانی تفاوت و تغییر نشان نمی‌دهد، اما به‌طور کلی، این مفهوم می‌تواند به عنوان یک مدل سه‌بعدی برای جمعیت‌های مختلف مورد استفاده قرار گیرد.

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schema of the community participation strategy in DAWAM pilot project
- Volunteerism. People’s willingness to contribute their time, energy and resources is the basis of the DAWAM approach; the programme therefore was designed to encourage and sustain the motivation of the volunteers over the long-term.
- Neighborhood- based organization. The effectiveness and sustainability of disaster volunteers depends on their organized into to neighborhood-base group.
- Systematic Capacity-building. A well-designed, standardized and practice-oriented training programme is the foundation of volunteer group formation. However, capacity implies more than just skills training; a clearly structured and disciplined organization and appropriate tools and equipment are also essential.
- Bottom-up organizational development. The sustainability of the volunteers system depends on the bottom-up development of an organizational structure which links the DAVAM groups into an active network and provides them with essential support over the long-term.
- Partnership between civil society and authorities. Close links between the DAWAM network and the official disaster management system (TDMMO) is the main reason for the effectiveness and legitimacy of the volunteer network.

FORMULATION OF OBJECTIVES AND STRATEGIES

General Objective:
The purpose of the Project was to reduce the risk of injury, loss of life and property damage facing the population of Tehran by strengthening the capacity of local community to prepare for, respond to, and recover from disasters, in particular those arising from seismic hazards, and linking this neighbourhood based capacity
DAWAM groups are considered as small semi-professional public groups that help themselves and others. Different steps of call for the project, rationalization, selection of members, education, organization and equipment is being done throughout the group forming. The members as the first self-support and other-support chain will be highly effective for safety and promoting different aspects of crisis management in the neighborhood and around the city.

The objective of the Project in phase one is to test the appropriateness, effectiveness and sustainability of the neighbourhood disaster volunteer approach in at least five neighbourhoods of Tehran municipality. After the successfully implementation of the phase one, this project will be accomplished in all the 375 Mahalle of Tehran.

**MOBILIZATION OF RESOURCES**

The stakeholders who established good cooperation within the framework of this project are as following:
- Tehran Fire and Safety Services Department;
- Tehran City Council;
- Red Crescent Society;
- The Mayor of Tehran;
- Shorayari Offices (citizens selected councils) in the selected districts;
- Disaster Management Headquarters in the selected districts; and
- The Embassy of Switzerland in Tehran.

The involvement of Iran Red and Fire fighting in the Project was good mainly to
Structural chart of DAWAM group
Some of information dissemination tools
provision of trainers for rescue and first aid and fire fighting courses.
The Crisis Prevention and Management of Tehran City is practically responsible for formation of emergency response volunteer group in cooperation with ‘Swiss Development and Cooperation Agency’.
The implementing deputy has the enough resources to continue the activities. With a thumb-nail calculation based on the experience of the pilot Project, scaling up the activity to all Mahallehs of Tehran will require 12-14 million dollars in five years. Which according to the importance and priority of this project TDMMO has got enough budget for extending and implementation of DAWAM Project.
The resources of the TDMMO and the district municipal offices were widely used in implementation of the Project, mostly in kind.
The district level offices were officially involved in implementation of the Project.

PROCESS
DAWAM communicates with the responsible organization through organization related departments and intermediary civil institutions. In Tehran metropolis as the capital Tehran municipality and different municipals and Shorayaries of different areas establish this connection interactively in order to communicate with neighborhoods’ inhabitants. Capacity building in these groups is based on teamwork and group order.
The main part of the project:
1- Awareness raising, dissemination of information and documentation
The main activities of the Project in the field of awareness raising and dissemination
of information included designing and publicizing a logo for the Project; publication of advocacy brochures and posters; designing a website; designing special clothes and armbands for the volunteers; preparation and distribution of advocacy stationary (notebooks, pens, labels and folders) with the logo of the Project; organizing exhibitions in the selected districts; street theaters in different districts.

2. Volunteers programme
Registration, Selection, organization and training of the volunteers were the most important element of the Project, as reflected in its missions, visions, and the adopted declaration. DAWAM group is constructed to improve intergroup communications and participation of all members.

3. Training
The training courses intended to empower the volunteers through strengthening the following characteristics, capabilities, and skills in them:
- Cope with disasters, identification of risks, and aftermath actions required, to protect the lives of self, relatives and neighbors;
- Retain morale and deal with survivors;
- Work, organize and coordinate in emergency situations with limited time and resources;
- Extinguish fires and preventing secondary risks;
- Provide first aids to victims;
- Preliminary search and rescue works, team building, communication, documentation, personal safety, etc.
- Maintain and use all the standard equipment;
- Develop the spirit of cooperation and team work.

4. Organization of Volunteers
Volunteers registration in project introduction programs
Volunteers registration in project introduction programs
Volunteers registration in project introduction programs
Volunteers registration In project introduction programs
An operational mechanism has been anticipated for organization of the neighborhood disaster volunteers into working groups. In each Mahalleh, the volunteers are organized in five groups after receiving training. Any volunteer who absents more two sessions of the training courses should undergo complementary training. The volunteers are well justified about their duties and the regulations of the neighborhood disaster management office.

5. Equipment: Stockpiling equipment in the closest locations to residential sites prone to disaster risks is a great advantage of the approach introduced by the Project. This element of the Project included the supply of Containers stored with 6 categories of equipment briefly described as under.

- Individual equipment
- Group equipment
- Container-based equipment
- First Aid bags
- Medical equipment
- Toolkits

6. Sustainability and continuity of formed DAWAM group activations:
The objective of this part is to reinforce and maintain members’ in-group consistency and skills and educations. After group formation and first year traineeships, the sustainability programs are consisted of:
Retraining and further education courses
Rehearsal programs and maneuverings for disaster preparation
Physical preparation competitions and cultural and recreational tours
In development Plan for the Establishment of DAWAM group to cover all Mahalleh of Tehran four years were anticipating, The Planning Phases were as following:

1th year - 22 Mahalles
2th year - 86 Mahalles
3th year - 110 Mahalles
4th year - 156 Mahalles

The activities considered and executed are as follow:
- A plan to maintain and enhance the neighborhood disaster volunteer groups set up in the all Mahallehs;
- Planning and extension of the activity to 22 more Mahalleh’s (one Mahalleh in each district of Tehran in current Iranian year (Already has done);
- Selection of a lead consultant (firm) to scale up the activity for the next year;
- Training and organization of trainers;
- Institutionalizing the structure of the volunteer groups;
- A plan to establish networking and communication among the neighborhood disaster volunteers, the locality disaster management groups, schools (at three levels, i.e. students, teachers and parents), and other clients;
- Preparing the legal grounds for facilitating the involvement of shorayaris;
- Institutionalization of the Mahalleh disaster management offices.
- Planning and executing participatory Emergency Evacuation drills with Dawam groups.
- Planning and executing for Yearly meeting with TDMMO.
Working groups meetings
RESULTS ACHIEVED

• The approaches and activities of the DAWAM project were directly relevant to the needs of the newly established crisis prevention and management system in Tehran.
• Neighborhood oriented strategy of the Project provided a strong model for mobilization of volunteers. No previous experience was available before the project.
• It provided an effective model for genuine empowerment of volunteers.
• It demonstrated the value and credibility of self help and volunteer rescue services.
• It applied a bottom up approach, as a good example for decentralization of the activities.
• It strengthened the linkages and relationship between the citizens and the officials. Strong support demonstrated by the high ranking officials of the municipality, in particular the Mayor.
• The approaches tested by the project provide an excellent opportunity and an avenue for citizens’ participation. DAWAM group is established on citizens’ participation, and by this principle citizens and different neighborhoods inhabitants will feel more responsible and involve in the decision making processes of the city. This was demonstrated by a wide welcome of the project by inhabitants of the pilot districts.
• The mechanisms introduced by the project can be used as a strong tool for establishing optimum contact and communications among various non-governmental grass root institutions. Good collaboration of the District Councils and Basij Associations with the Project in the pilot districts can be mentioned
as an example.

- The trainees trained by the project are potentially valuable human resources to conduct similar activities in other districts and regions.
- Assuming that greater coordination is achieved at the higher organizational levels, the approaches introduced by the project can bridge the coordination gaps between the Fire Department, the Red Crescent Society and the Municipality at the local level.

In 2009 DAWAM was awarded the Certificate of Merit Sasakava Award for Disaster Reduction and it was concurrent by the second International Strategy For Disaster Reduction (UNISDR). DAWAM won the prize in the field of citizens’ in order to risk reduction. Also in UNISDR conference in Switzerland, 2009 two projects of ‘Safe Emergency Evacuation of Tehran’ and ‘Citizens Participation Role in Crisis Management’ were taken into considerations and verification. It also can be mentioned that during this conference, TDMMO prevention organization was brought as member of the International Risk Reduction Campaign in order to achieve urban empowerment and retrofitting and benefit from natural disaster preventions methods.

**SUSTAINABILITY**

Financial: Considering the importance of the project formation, the costs were being paid by TDMMO. Other investors are mentioned in the report. The project execution was persisted until its complete coverage and it is being followed by sustainability program through up-to-dating and upgrading volunteers’ knowledge level and skills and maintaining the groups.
Theories training to volunteers
Theories training to volunteers
Theories training to volunteers
Practical training to volunteers
Practical training to volunteers
Practical training to volunteers
Social: The real effect of this project will be perceived in the time of incident as well as its slogan “72 hours to color of life’. This institution will be highly functional and effective during the first hours of incident. By another measure, participation of citizens in DAWAM project will change their thought about their residency and neighborhood and will make them more responsible toward their residency. Citizens will reconsider their roles in their neighborhood management.

Cultural: One of the predicted strategies for sustainability is to accomplish cultural programs with citizens’ participation. Empowerment, in-group solidarity and skills and education maintenance are other objectives of this project. Since 2008 many maneuverings were being held with titles such as ‘safe emergency evacuation of neighborhood’, ‘confronting 300 assumptive incidents’ and ‘Preparation advancement for natural crisis confrontation’.

Organizational: The robustness of the model introduced by the Project was so obvious that, it did leave a strong positive impact on the future plans of the participating institutions for participatory disaster management in urban areas. The Project inspired similar activities and create demand for such work in various levels. After pilot study, Plans were underway to extend the activity to all 375 Mahallehs of Tehran. The result and feedback of the project were providing to city council and fortunately TDMMO could get the approval for the extending of the project in all 375 Mahalles of Tehran and submitted the project. The operation guideline was being formulated with the necessary detail. This guideline is consisted of space selection in neighborhoods, information collection, information methods, volunteers’ recruitment, training courses organization, volunteers
organization, trained groups equipment and sustainability.

In development Plan for the Establishment of DAWAM group to cover all Mahalleh of Tehran four years were anticipating, The Planning Phases were as following:

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- Planning and executing for Yearly meeting with TDMMO.

Pictures from DAWAM documentary - 72 hours to life paint - The narrator of this film is a DAWAM volunteer who says: this is my and my family story. I am a member of DAWAM and I've always had this dream, to be a savior. My biggest concern is, to avoid colliding accurate discipline of life in the city
سازمان پیشگیری و مدیریت بحران شهر تهران

تقیم می‌گردد

دکتر حسین نوری ارزو
استاد و مشاور دانشگاه امیرکبیر

فاطمه صالحی
سرپرست سهروت آمریکی و مشارکت‌های مردمی
سازمان پیشگیری و مدیریت بحران شهر تهران

برگزاری ملی‌سات نوجوان برای داوطلبان

به مناسبت ۱۳۸۳-۱۳۸۴

عکسی مدیریت بحران
LESSONS LEARNED

• Proper methods of citizens’ participation that creates the sense of responsibility and belonging and enhances the association thoughts in them.
• Advertising and broadcasting the program in medias, which has a crucial role in the process of project’s advancement.
• Staff coordination with the project that was potentially reliable and supportive.
• Mahalle council with its unique legal and social status as a reliable and potential source for support for the project implementation.

TRANSFERS

The TOT program was considered as a key element of the Project. It included provision of special training to the trainers who were selected to train the neighborhood disaster volunteers as non-professional human resources in disaster management. The objective behind the TOT program was to transfer skills for interaction with volunteers and to assure that all the trainers to be recruited by the project possessed similar skills and common understanding of the new training approaches.

The volunteers are expected to cooperate in organizing training courses and transfer of basic information to their neighbors; plan for reduction of the risks attributed to disasters; and cooperate with the formal disaster management system. The Shorayari, as a grassroots popular institution, demonstrated solid cooperation and sense of responsibility in this aspect as well.

The Evaluation has reiterated that the neighborhood disaster volunteer approach proved to be a suitable mechanism to actualize the immense potential lying with
the Shorayari institution to act as an upfront force at the times of disaster. The neighborhood disaster volunteer groups match excellently with the tasks and mandates of Shorayairs. This project could demonstrate the benefits and practicability of the bottom up organization and empowerment methods.

The best transferred function:
First phase:
Establishment of volunteers group in disaster at least in 5 Tehran neighborhoods as a pilot project in order to achieve confidentiality about project efficiency (with the aid of SDC in transferring this experience)
Second phase:
Development of DAWAM project in one neighborhood of every district.
Third phase:
Establishment of minimum one DAWAM group in every 375 Mahalle (neighborhoods) of Tehran.

RELATED POLICY/IES OR LEGISLATIONS
Research, feasibility and the pilot project implementation were operated in 5 different neighborhoods considering diversity in their social and urban context. The selected neighborhoods were Shemiran-e-No (district no.4), Yousef Abaad (district no.6), Narmak-e-Gharbi (district no.8), Beryanak (district no.10), and Aboozar-e-Gharbi (district no.17). The pilot project was being held in direct participation of the executive team (organizations experts) during 2006-2007. To complete the pilot process, individual supply was being equipped and one equipment container was placed in
one of the neighborhoods (Shemiran-e-No, district no.4) as an example. Obtaining a positive feedback from the process, its different parts, feasibility of implementation and its transmission, the results achieved in addition to a recommendation to extend the project to all neighborhoods, were presented to the Islamic Council of Tehran City.

DAWAM project was being assessed in 94th regular public meeting in 3rd course of Islamic Council of Tehran City and afterwards in 19/05/2008 the project was being submitted as ‘planning indicators and budget procurement for educational strategies integration in crisis management and formation of public volunteers groups of crisis management in Tehran’. According to this act Prevention and crisis management of Tehran city is obligated to ‘... while pursues public volunteers groups formation around the city and in different neighborhoods, should proceed with planning, organization, education, equipment and application of those groups in order to develop citizens participation, increase the efficiency, and to systemize the volunteers actions related to crisis management (Prevention, Preparation, Confrontation, Reconstruction, Rehabilitation)’.
Street theater performances with the aim to teach children about natural disasters
Educational programs for children
Educational programs for children
Outdoor advertising
تاکنون ۵۳ نوع بلای طبیعی در جهان شناخته شده است که کشور ما ۳۱ نوع آن‌ها تجربه کرده و صاحب رتبه پازده در دنیای می باشد.

به جای ترس از زلزله باید از همین الان آماده باشیم و برنامه‌ریزی کنیم.

آماده باشیم و برنامه ریزی کنیم.
Emergency safe evacuation of neighborhoods maneuvers
Safe emergency evacuation of neighborhoods maneuvers
Emergency safe evacuation of neighborhoods maneuvers
Safe emergency evacuation of neighborhoods maneuvers
Pictures of Safe Emergency Evacuation Maneuver, Emamzadeh Hassan neighborhood, Tehran, 2008
ساعت ۹:۴۰ صبح
شرکت دومین مانور تخلیه امن اضطراری
تهران - منطقه ۱۷ بخش امامزاده حسن(ع)
Pictures of Safe Emergency Evacuation Maneuver, Emamzadeh Hassan neighborhood, Tehran, 2008
Davam groups gatherings in Tehran
مراسم تحویل گروه‌های دوام محلات
كرمان، منطقه 8
قنه، منطقه 9
را آهن، منطقه 11
بمنار، منطقه 12
صفا، منطقه 13
فروردین ماه 1389
مانور بزرگ دوامیان
Some pictures of DAWAM members big maneuver film, October 2011,
Implementation process

The planning and programming, application and implementation process for N.H.U of Tehran area are as follow:

- Field Visit (Town Watching)
- Development of evacuation map and instruction for the residents in pilot areas
- Identification of safe places as evacuation sites
- Preparation of safe evacuation maps
- Preparation of safe emergency evacuation guideline and instruction
- Distribution of Safe Emergency Evacuation Maps
- Information dissemination and training
- Implementation of public participatory safe emergency evacuation Drill
Achievements of Safe Evacuation Plan for N.H.U’s in Tehran

- Integration of spatial position of the Safe Emergency Evacuation centers on city maps may lead to clear disaster vision, recognition of the existing conditions and promotion of safety culture among all citizens, urban planners and managers
- Improvement of self-sufficiency, strengthening self-relief and public participation
- Protection and safety of residents during disaster and emergency response
- Reduction of tentative losses caused by disaster
- Legalize and regular the emergency response for disaster preparedness
- Identification of stakeholders
- Improvement of N.H.U’s capacities in term of emergency shelter and related equipment
- Increase the capacity of emergency response of local responsible agencies
- Developing a common vision and sense of collaboration among the N.H.U’s (Mahaleh) residents
- Developing a decentralized D&M structure, operation and establish communication b/w local levels and governmental organizations
- Development of communication among different N.H.U’s (Mahaleh) residents and identification of capacities and available potentials in other districts.

Tehran Disaster Mitigation and Management Organization (TDMMO)

West end of Jalal-e-Ala-Ahmad highway, Tehran, IRAN
Postal Code: 1463613111, Portal: www.tdmmo.ir
Tel: +98 (21) 44244040, Fax: +98 (21) 44243100
About Tehran

The greater Tehran area is located at the foot slope of the Alborz Mountains, which forms part of the Alp–Himalaya Organic zone. This zone is one of high seismic potential with many peculiar active faults. The urban area of Tehran has been developed on alluvial layers, accumulated on hard rock through complex geological formations. According to historical seismic data, Tehran has suffered from several strong earthquakes with a return period of 150 years. Tehran’s population increased fifty folds from 200,000 in 1900 to 10.3 millions in 1996, of which 6.8 millions live within the city limits of Tehran. In the same period, however, total population of Iran increased only five folds, from 9.8 million to 60 million. Tehran, which had only a 2% share in total population, now incorporates more than 15% share. Tehran has not experienced a disastrous earthquake since 1830. Urban development has been rapidly processing in Tehran without the development of proper disaster prevention and mitigation measures against potential earthquake. It is required not only to establish safe and secure urban environment but also empowering the civil society against potential earthquake.

What is Emergency Evacuation?

Emergency Evacuation is the process through which people evacuate their unsafe places and settle in a Safe Evacuation Centers.

Basic Definition of Evacuation in Tehran City

- Actions to escape and protect oneself from secondary disasters
  This action starts immediately after the event to 72 hours.
- Actions to take shelter at evacuation sites
  This action begins a few hours after the event to 72 hours.

When Emergency Evacuation is necessary?

- Occurrence of strong disaster and destruction of some of unstable houses
- Occurrence of a slight earthquake and probability of a huge shock
- Anxiety about aftershocks
- Danger of Gas leak and probability of explosion
- Danger of fire and explosion in district or Mahalleh (N.H.U’s)

Why Evacuation Plan is Necessary?

Main reason of evacuation is to avoid from secondary disaster, what are secondary disasters possibly occur in Tehran?
- Fire Outbreak
- Land Slide
- Building Collapse (by after shock)
- Gas Explosion
Supply basic support in evacuation area or facility to:
1) Those having risks of above, and
2) Those without lifeline access
Goals

- Recognition of the vulnerability rate of neighborhoods
- Specification of the probable rate of damages incurred on the neighborhood by earthquake
- Identification of emergency evacuation routes towards safe emergency evacuation centers
- Identification of evacuation centers intended for emergency settlement after disaster (Parks and schools)
- Enhance awareness level and recognition neighborhood people
- Identification strengths and weaknesses of the neighborhood
- Training the people to take the required actions before and during incident
- Persuade group participation to do teamwork
- Introduction to map making and reading
DAWAM Certificate of merit, in Sasakawa Award for Disaster Reduction program
THE BEST PRACTICES AND LOCAL LEADERSHIP, IRAN, 2012
Tehran Disaster Mitigation and Management Organization’s Project in the Promotion of Life Quality

TEHRAN DISASTER MITIGATION AND MANAGEMENT ORGANIZATION
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