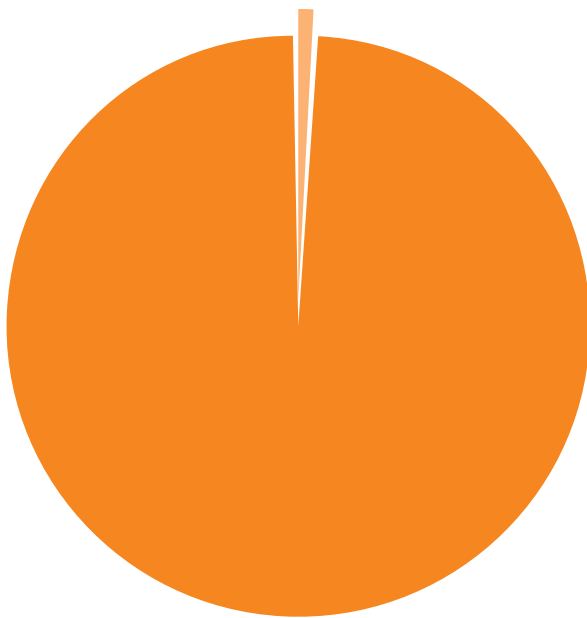


EMERGENCY PROGRAM



DEPARTMENT'S SHARE OF CITY BUDGET



- EMERGENCY PROGRAM **0.6%**
- REMAINING CITY BUDGET **99.4%**

OVERVIEW

The Emergency Program ensures the City is prepared to manage both local and regional emergencies when the City's services are challenged from a natural or man-made disaster. Responsibilities of this program include: oversight of the City's training for emergency management and preparedness; oversight of supplies and staffing of the City's Emergency Operations Centre (EOC); coordinating the emergency social services team; and providing education to Staff and the community on emergency preparedness planning.

Due to the over-arching impact of the Emergency Program on all aspects of City business, and its high priority for City Council, the Emergency Program Coordinator reports directly to the CAO.

Operating Budget: \$ 118,500

Capital Budget: \$ 0

Staffing Complement:

1.0 FTE (Full-Time Equivalent)

Supports Strategic Focus Areas:

Corporate Excellence
Economic Prosperity
Community Livability

EMERGENCY PROGRAM



STAFFING COMPLEMENT

1.0FTE

COORDINATOR, EMERGENCY PROGRAM
Barbara Morgan

Currently, the Emergency Program Coordinator role is a .6 FTE position. In 2018, this position will move to 1.0 FTE. This will be a cost-neutral transition, as the increase in salary for the F/T Coordinator position will be offset by the yearly fees that will no longer be paid to the City of Maple Ridge for ESS management.

2017 ACHIEVEMENTS

- **EMERGENCY PROGRAM ASSESSMENT REPORT.** Completion of a thorough audit of the City's Emergency Program, including 39 recommendations for next steps in the continued development of a robust and responsive program.
- **SHAKEOUT BC.** Promoted the annual ShakeOut BC event, promoting earthquake awareness and preparedness as participants Drop, Cover and Hold On.
- **QUAKE COTTAGE.** In collaboration with the Insurance Bureau of Canada, hosted the Quake Cottage at the Pitt Meadows Family Rec Centre. The Quake Cottage is an earthquake simulator that provides community members the opportunity to learn about emergency preparedness and experience what a major earthquake would feel like.
- **TRAINING.** Arranged for operational staff training in the different sections of the BC Emergency Management System model (BCEMS).
- **EMERGENCY PREPAREDNESS.** Scheduled mandatory sessions for all staff, hosted several sessions at community strata and senior groups.

EMERGENCY PROGRAM



KEY CHALLENGES FOR 2018

- **2017 STAFFING VACANCY.** The Emergency Program Coordinator position was vacant for the first half of 2017, limiting program development and creating a backlog of training needs for 2018.
- **PROFILE.** Due to the part time nature of the Emergency Program Coordinator role, and the vacancy of the position until July 2017, the program has minimal internal and external profile. This has resulted in a lack of understanding of the importance and value of the Emergency Program. Elevating the profile of the program and supporting a culture shift around the importance of emergency preparedness will be a key goal for 2018.
- **EXTREME WEATHER.** As demonstrated in central BC this year with floods and fires, extreme weather patterns are becoming the norm. Therefore, the readiness of the Emergency Operations Centre, staff training, and community emergency preparedness needs to be addressed in 2018.
- **JOINT AGREEMENT.** The Joint Emergency Agreement between the City of Pitt Meadows and the City of Maple Ridge is outdated, using old terminology and poorly reflecting the current EOC roles and responsibilities, including parameters for the activation of a joint EOC. Without a refresh, this agreement could cause confusion and gaps in the provision of services in the event of an emergency.
- **MOVING ESS IN HOUSE.** To ensure high quality service delivery during emergency scenarios, the City will be moving the Emergency Social Services (ESS) Program in-house in 2018. Challenges associated with this transition period include staff and volunteer recruitment, training and the importance of the timely development of a service delivery strategy.
- **MUNICIPAL BYLAW.** The current Emergency Management Bylaw is in need of revision. Without a refresh and update, the bylaw could cause confusion and gaps in the provision of services in the event of an emergency.



EMERGENCY PROGRAM



KEY INITIATIVES 2018

DIVISION	Initiative	TARGET
EMERGENCY PROGRAM	EMERGENCY PROGRAM ASSESSMENT RECOMMENDATIONS. Begin implementation of 39 recommendations identified in the Emergency Program Assessment for the development of a robust and responsive Emergency Management Program.	Q1-Q4
	EMERGENCY SUPPORT/SOCIAL SERVICES (ESS): bring ESS program in-house; develop plan to deliver high quality model of service to Pitt Meadows citizens in the event of an emergency. Program to be managed jointly with the City of Maple Ridge, as per the Joint Agreement.	Q1
	VOLUNTEERS. Develop volunteer program and respective training to optimally staff the EOC and ESS programs.	Q1-Q4
	EMERGENCY MANAGEMENT COMMITTEE. Re-instate the meetings of the Staff Emergency Management Committee who are responsible for the direction of the program. Develop Terms of Reference for the committee.	Q1
	EMERGENCY PREPAREDNESS. Provide mandatory emergency preparedness sessions for Staff and Council. This will provide them with the tools to have a personal and family emergency kit and plan. Develop specific preparedness sessions with emphasis on seniors and the vulnerable population.	Q1
	JOINT AGREEMENT. Review, revise and sign updated Joint Agreement between the City of Pitt Meadows and the City of Maple Ridge outlining EOC roles and responsibilities, including parameters for activating a joint EOC.	Q1
	MUNICIPAL BYLAW. Review and revise Emergency Program bylaw to accommodate modern terminology and reflect current program structure.	Q2
	AMATEUR RADIO. Offer training to Staff to build some communication redundancy for the program.	Q3
	NEIGHBOURHOOD PREPAREDNESS. Develop neighbourhood program to encourage citizens and neighbourhoods to develop their own emergency strategies.	Q4
	TRAINING. Assign new roles and functions for staff and develop an in-house 'train the trainer' program.	Q4
CROSS-DEPARTMENTAL COLLABORATION	WEBSITE: Work with Information Services to update emergency preparedness materials on website.	Q2

EMERGENCY PROGRAM



PROPOSED OPERATING BUDGET

	2017 APPROVED BUDGET	2018 PROPOSED BUDGET	2018 PROPOSED CHANGES	2019 PROPOSED BUDGET	2020 PROPOSED BUDGET	2021 PROPOSED BUDGET	2022 PROPOSED BUDGET
EXPENSES							
EMERGENCY PLANNING	\$107,300	\$118,500	\$11,200 10.4%	\$120,200	\$122,300	\$124,300	\$126,500
	\$107,300	\$118,500	\$11,200 10.4%	\$120,200	\$122,300	\$124,300	\$126,500
NET OPERATING EXPENSES	\$107,300	\$118,500	\$11,200 10.4%	\$120,200	\$122,300	\$124,300	\$126,500
SALARY AND BENEFITS			6,700				
EMERGENCY SOCIAL SERVICES (ESS) CONTRACT			(26,300)				
EMERGENCY SOCIAL SERVICES (ESS) IN HOUSE			24,500				
OTHER			6,300				
CHANGE IN NET OPERATING EXPENSES			\$11,200				

KEY BUDGET CHANGES FOR 2018:

SALARY AND BENEFITS	6,700
EMERGENCY SOCIAL SERVICES (ESS) CONTRACT	(26,300)
EMERGENCY SOCIAL SERVICES (ESS) IN HOUSE	24,500
OTHER	6,300
CHANGE IN NET OPERATING EXPENSES	\$11,200

PROPOSED CAPITAL BUDGET N/A

* Council approved initiatives - Dec 6, 2016/Mar 21, 2017/Jul 25, 2017 respectively