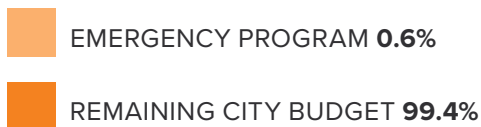
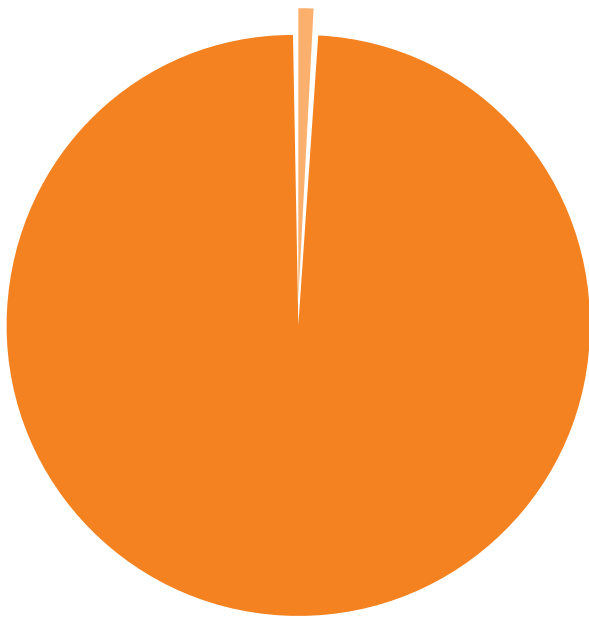




EMERGENCY PROGRAM

Operating Budget:	\$128,000
Capital Budget:	\$0
Staffing Complement:	1.0 FTE (Full-Time Equivalent)
Supports Strategic Focus Areas:	Corporate Excellence, Economic Prosperity, Community Livability

DEPARTMENT'S SHARE OF CITY BUDGET



OVERVIEW

The Emergency Program ensures the City is prepared for, and able to manage, small and major catastrophic events, whether manmade or natural disasters. Responsibilities of this program include: the City's emergency management training program; oversight of supplies and staffing of the City's Emergency Operations Centre; coordination of the Emergency Support Services volunteer team; and providing education to Staff and community on emergency preparedness.

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

STAFFING COMPLEMENT





EMERGENCY PROGRAM

2018 ACHIEVEMENTS

• **Emergency Program Assessment**

Recommendations. Of the 30 recommendations put forward through the 2017 Emergency Program Assessment, 23 have been either completed or launched and ongoing.

• **Emergency Support Services (ESS) In-House.**

As of September 1, 2018, ESS was brought in-house to ensure high quality service delivery during emergency scenarios. A new ESS team is being developed with a refreshed program, and a marketing strategy to invite volunteers to be a part of the efforts has begun.

• **Website.** Coinciding with the redevelopment of the city website, the Emergency Program web page has been updated to include a newly branded resource library. The City website is becoming the “go to” place for accurate and valuable emergency preparedness information for our residents.

• **Training.** Provided over 20 training sessions to various stakeholder groups, including:

- o Intro to Emergency Operations Centre
- o Intro to Incident Command System
- o Intro to Emergency Management
- o Rapid Damage Assessment
- o Section Training - Operations, Planning, Logistics & Finance
- o Section Plus Training - Operations, Planning, Logistics & Finance
- o Disasters & Traumas
- o Understanding Risks in BC
- o Disaster Communications
- o Lessons Learned from Calgary Flooding
- o Lessons Learned from Fort McMurray
- o Tabletop – EOC Form Review
- o Information Officer
- o Earthquake Modelling Risk Management & Assessment

• **Emergency Preparedness.** Hosted five family emergency preparedness workshops for staff and seven emergency preparedness workshops throughout the community.

• **Emergency Program Bylaw Review.** Reviewed and updated the Emergency Program Bylaw to accommodate changes in language and emergency program structure.

• **Neighbourhood Emergency Preparedness Program.**

Developed and implemented a new Neighbourhood Emergency Preparedness Program that encourages neighbourhoods to care for each other during a major event. Workshop topics included:

- o Utilities & Fire Suppression
- o Light Urban Search & Rescue
- o Emergency Preparedness
- o First Aid
- o Communications
- o Rapid Damage Assessment
- o Shelter & Caregiving

• **Emergency Preparedness Kits** (Identified mid-year). Subsidized 60 emergency grab & go kits for staff and designed emergency preparedness kits for sale to the community in Q4.

• **Emergency Preparedness & Safety Event**

(Identified mid-year). Coordinated and hosted the Emergency Preparedness & Safety Fair during Emergency Preparedness Week (May 2018) with 10 different emergency preparedness focused companies and/or agencies; approx. 100 members of the community attended.

• **EOC Activations** (Identified mid-year). Oversaw two activations of the EOC and facilitated a de-brief of staff for the following emergencies:

- o Gas leak on Harris Road (activated for 2 days)
- o Freshet 2018 (activated for 2 weeks) with potential flooding that was forecast to supersede the measures of 1948.



EMERGENCY PROGRAM

- **Grants** (identified mid-year). Applied for and received a total of \$730,000 in grant funding:
 - o \$2,000 from BC Hydro for Incident Command Training at the Justice Institute of BC
 - o \$24,000 from UBCM Community Emergency Preparedness Fund for ESS equipment & supplies
 - o \$25,000 from UBCM Community Emergency Preparedness Fund for laptop computers and EOC TV
 - o \$678,000 from UBCM Community Emergency Preparedness Fund for flood mitigation power back up for 5 of 6 power stations

DEFERRED PROJECTS

As a result of priorities that emerged throughout the year (as identified above), the following 2018 business plan initiatives were deferred:

- **Business Continuity Project.** Deferred as a result of work generated by EOC activations and unanticipated (albeit excellent) grant opportunities that resulted in a redirection of resources. The Business Continuity Project has been added to the 2019 key initiatives.

KEY CHALLENGES FOR 2019

- **Joint Agreement.** The Joint Municipal Emergency Program (JMEP) Agreement with Maple Ridge expired in April 2018. Due to some organizational changes, the City of Maple Ridge was not able to re-commit to this initiative at that time. The JMEP Agreement is an important initiative that provides the necessary resources and support required should Pitt Meadows and/or Maple Ridge experience a catastrophic event. Due to the importance of this collaborative and preventative measure, staff remains optimistic that the status will change.
- **Business Continuity.** The need for a business continuity plan was identified in the 2017 Emergency Program Assessment and reaffirmed during the Freshet 2018 debrief, to ensure the continuation of essential services during a major event. Although work will begin on the business continuity plan in 2019, Staff do not anticipate completion of the Plan until 2020.
- **Volunteer Recruitment.** Identifying ways to recruit volunteers for the Emergency Support Services team will be an ongoing challenge, as volunteerism is trending downwards.
- **Emergency Operations Centre.** Developing an interesting and valuable training program that warrants the investment of staff time, especially the management team, is a key aspect of emergency preparedness for the City.

EMERGENCY PROGRAM

KEY INITIATIVES 2019

DIVISION	INITIATIVE	TARGET
EMERGENCY PROGRAM	ESS PROGRAM. Develop meeting schedule, team structure, roles & responsibilities; training program, and information brochures.	Q1-2
	ESS VOLUNTEERS. Recruit volunteers for the ESS team.	Q1-4
	ESS SUPPLIES. Equip and organize supplies for ESS trailer; organize ESS supplies for Reception Centre.	Q2
	ESS TRAINING. Begin implementing ESS training with new volunteers.	Q2-4
	EMERGENCY OPERATIONS CENTRE TRAINING PROGRAM. Develop training program for EOC team based on training gaps; host 9 training sessions with a combination of guest speakers and tabletop exercises.	Q1-4
	COUNCIL TRAINING. Hold an orientation session for Elected Officials on the emergency management system and Council's role during an active EOC.	Q1
	EOC EQUIPMENT. Put EOC laptops into commission.	Q1
	BACK UP GENERATORS. Purchase and install generators for back up power for five of the six pump stations.	Q4
CROSS-DEPARTMENTAL INITIATIVES	ESS AWARD PROGRAM. Develop a recognition program for ESS volunteers.	Q4
	GROUP LODGING TEAM. Develop a Group Lodging team with Recreation Staff for the ESS Program.	Q4
	NEIGHBOURHOOD EMERGENCY PREPAREDNESS PROGRAM. Develop marketing plan for participation; identify instructors; schedule and host sessions.	Q1-4
	BUSINESS CONTINUITY PROJECT. Initiate a vulnerability assessment and determine essential services (action plan and training will occur in 2020).	Q1-4

PROPOSED OPERATING BUDGET

	2018 APPROVED BUDGET	2019 PROPOSED BUDGET	PROPOSED CHANGES FOR 2019		2020 PROPOSED BUDGET	2021 PROPOSED BUDGET	2022 PROPOSED BUDGET	2023 PROPOSED BUDGET
EXPENSES								
EMERGENCY PROGRAM	\$ 124,300	\$ 128,000	\$ 3,700	3.0%	\$ 134,100	\$ 136,900	\$ 140,100	\$ 143,200
	124,300	128,000	3,700	3.0%	134,100	136,900	140,100	143,200
NET OPERATING EXPENSES	\$ 124,300	\$ 128,000	\$ 3,700	3.0%	\$ 134,100	\$ 136,900	\$ 140,100	\$ 143,200

KEY BUDGET CHANGES FOR 2019:

SALARY AND BENEFITS	5,600
TRAINING	(2,800)
OTHER	900
CHANGE IN NET OPERATING EXPENSES	\$ 3,700