

To: Electoral Area Services Committee  
From: Tarina Colledge, Emergency Management Specialist

Date: 2020-01-14  
File No: 7130-01

**Subject: Emergency Services Monthly Report**

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### **INTENT**

This report is intended to provide information to the Electoral Area Services Committee pertaining to Emergency Services, updated on a routine basis.

### **STRATEGIC AREA(S) OF FOCUS**

Provide Responsive & Effective Public Services

### **BACKGROUND**

Emergency Services have many ongoing focus areas that are equally important before, during, and after emergencies. Electoral Area Directors and their communities are directly impacted by Emergency Services.

### **DISCUSSION**

The Emergency Services Report will provide a high level overview of accomplishments, collaborative efforts that require time and skill from other departments, community involvement, significant issues arising/outstanding, statistical information, estimated values of services, personnel overview, and previously unrecorded standby hours donated by staff, and anticipated projects for the upcoming quarter. Staff looks forward to growing the reporting metrics as Emergency Services evolves. The initial reporting period is from July 1, 2019 through end of day November 30, 2019. Future reports will be provided on a routine basis, and subsequently captured for use in annual reporting.

### **COST**

Estimated values of service are reflected in the Emergency Services monthly report, however, no true costs are born by this report.

**COMMENTS BY:**

**Tareq Islam, Director of Engineering & Community Services**

Reviewed and supported.

**Mike Veenbaas, Director of Financial Services**

No further financial comments.

**Jennifer Kinneman, Acting Chief Administrative Officer**

Reviewed and supported.

# FVRD EMERGENCY SERVICES REPORT

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*Report for: 2019 – July to November*

**Date:** November 30th, 2019

## **1) ACCOMPLISHMENTS AND/OR IMPORTANT EVENTS:**

- » Created the Guide to Declaring a State of Local Emergency
- » Finalized AGLG Audit Action plan
- » Attended the Whatcom County Emergency Management cross-border train derailment exercise
- » Shared the highlights of the Pacific Northwest Emergency Management Arrangement (PNEMA) guide & agreement
- » Held the first holistic regional emergency planning session with external stakeholders and neighbouring First Nations
- » Web Meetings: Exercise Coastal Response planning workshops
- » Created EM/ESS Facility Survey
- » Drafted Emergency Management After Action guide and template
- » Initiated meetings of an Emergency Management Executive Committee
- » Drafted Emergency Management Executive Committee Approval page
- » Adopted the use of a mass public alerting system – “Alertable”
- » EOC activation exercise on October 17th for The Great Shakeout
- » Launched the updated Emergency Management Executive Committee
- » Updated Department staff workload spreadsheet
- » RFP for turnout gear completed and awarded.

## **2) COLLABORATION WITH DEPARTMENTS AND/OR OUTSIDE STAKEHOLDERS:**

- » Worked with Engineering to identify critical infrastructure for restoration of power
- » Created the SOLE guide, which will act as a template for other branded Emergency Management plans with Communications
- » Created a recruitment campaign for Volunteer Fire Services with Communications
- » Created a new ESS volunteer application with Communications
- » Assessed applicability of EOC laptops and continuity technology for emergency management with IT team
- » Attended the Volunteer Fraser Valley quarterly meeting
- » New Emergency Program Regulatory bylaw was drafted for Board review in December
- » Initiated an Emergency Program map book project with GIS
- » Meeting: SWE EMBC EPC meetings 3<sup>rd</sup> Thursday of the Month (September, November, December)
- » Meeting: SWE ESSD Meetings 9am to Noon, 3<sup>rd</sup> Wednesday of the month (September, October, November, December)
- » Road safety supplies ordered and delivered to Soowahlie First Nations
- » Attended Fraser Valley Fire Chiefs meetings.

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## 3) COMMUNITY INVOLVEMENT:

- » Attended 32<sup>nd</sup> annual Emergency Preparedness and Business Continuity conference.
- » Attended Volunteer Fraser Valley meeting
- » Planned, coordinated, and held the first Regional Emergency Planners meeting which had member municipalities Emergency Managers & ESS Directors and attendees from neighbouring First Nations, Canadian Red Cross, The Salvation Army, Chilliwack Amateur Radio club, Volunteer Fraser Valley, the Integrated Disaster Council of BC, and Health Emergency Management BC. Invites were sent to agency reps from Industry, Utility, Telecommunications, and more. We anticipate this regional planning group to grow and continue to strengthen the overall approach to Emergency Management through the area.
- » Attended EMBC Seasonal Readiness workshop.
- » Meeting: Area H Emergency Preparedness discussion & Soowahlie evacuation protocol discussion.

## 4) SIGNIFICANT ISSUES ARISING/OUTSTANDING:

Issue	Brief Description	Possible Resolutions	Notes
1. Quantify and measure costs of Emergency Management.	Finding methods to identify actual costs of the Emergency Program is a challenge and will require time and labour support.	<ul style="list-style-type: none"><li>- Still discussing methods of quantification. Monthly reporting of metrics will be a valuable foundational contribution.</li><li>- value volunteer hours, track donations of volunteer hours then equate to value</li></ul>	
2. ESS team does not have capacity to respond to most electoral areas for Level 1/2/3 emergencies.	Volunteer ESS team is aging and becoming less available for all 4 phases of Emergency Management.	<ul style="list-style-type: none"><li>- Build community based ESS teams</li><li>- Focus on community ESS leadership development</li><li>- Build community ESS kits (\$\$)</li></ul>	
3. Volunteer ESS team does not have an operational centre to meet, gather, undertake essential projects of interest, etc.	ESS volunteers want project involvement but have no place or tools to engage in this.	<ul style="list-style-type: none"><li>- Identify work spaces for Emergency Program volunteers (ESS meetings, ESS training, project space)</li></ul>	Consider use of Deroche Sub-office for Emergency Management program space. Seek alternate options.

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Issue	Brief Description	Possible Resolutions	Notes
4. Volunteer fire departments are struggling to maintain rosters of available volunteers, in particular, Boston Bar and Columbia Valley.	Rural areas with low population and residents who work out of the home area struggle to have available volunteers at the time of call outs.	<ul style="list-style-type: none"> <li>- Align fire departments social media pages/groups with FVRD Communications to increase recruitment campaign traffic.</li> </ul>	<p>A new recruitment campaign has been launched.</p> <p>A new application form was created to streamline the application process.</p>
5. Many audit items require additional skilled labour.	ESS is a program delivered by the local authority which calls upon community partners for food, clothing, lodging, pet services, and more for those affected by personal disaster or larger disasters.	<ul style="list-style-type: none"> <li>- Support the onboarding of an Emergency Program Assistant to be an outward face of public education and relationship development with suppliers and organizations.</li> </ul>	Submitted staffing case in December and budget request for 2020.
6. EOC Physical Setup	Issues exist with using the boardroom as an EOC due to the static build of tables, chairs and technology placement. Storage of all essential items for activation are distributed throughout the building.	<ul style="list-style-type: none"> <li>- Build a floor to ceiling EOC cupboard in the area outside the EOC with outlets connected to generator for EOC laptops.</li> </ul>	Looking to Senior Leadership for options.
7. North Fraser Volunteer Fire Department - power generator	A backup generator is an essential addition to NFVFD H#1 for the health and safety of responders, communication devices, and operational equipment.	<ul style="list-style-type: none"> <li>- Analyze backup power options for NFVFD.</li> <li>- Source funding</li> </ul>	Consider generators for all halls, in consideration of the potential critical impacts of a hall having no power.
8. North Fraser Volunteer Fire Department - call volume	Call volume has already surpassed annual estimates. Increased activity will result in increased demands on equipment and turn-out gear, and higher demand on volunteers.	<ul style="list-style-type: none"> <li>- Prepare for increase in expenditures and asset maintenance.</li> <li>- Plan for continued call volume.</li> </ul>	2019 costs will be higher than budgeted for in certain budget lines

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## 5) STATISTICAL INFORMATION

Emergency Service Branch	Recruits (not eligible for response)	Members (Listed/Active)		Members resigned/on-leave	Calls	Volunteer Hours donated	Estimated Value of Service	Notes
Chilliwack River Valley (5.5 km <sup>2</sup> /population)	4	26	26	3	48			Received a new rescue truck. Refurbished old rescue into wildland truck
Columbia Valley (17.98 km <sup>2</sup> /population)	3	19	19	0	23			Struggling to recruit and retain volunteers.
Hemlock Valley (8.35 km <sup>2</sup> /population)	4	21	21	3	10			New fire engine on order.FR training completed
Boston Bar (27.26 km <sup>2</sup> /population)	5	12	12	1	27			Still struggling to recruit new members in a community with a declining population base.
Yale & District (10.6 km <sup>2</sup> /population)	1	22	22	0	29			Received new fire engine
Popkum (22.19 km <sup>2</sup> /population)	0	19	19	1	72			Finished auto extrication certifications
North Fraser (135.45 km <sup>2</sup> /population)	7	35	35	2	219		\$831,762.00	Est. value does not yet include volunteer hours or training hours. More call outs than neighbouring jurisdictions with paid-on-call fire fighters.
Emergency Support Services	1	22	4	2	5	112 + 7392 standby	\$3,024.00 + \$199,584.00 \$202,608.00	Struggling to recruit and retain volunteers. 2 volunteer ESS duty officers on call 24 hrs/p/day

## 6) PERSONNEL

People	Approved	Actual	Variance	Explanation
Full Time	3	3	0	Based on operational needs of Fire Services, Emergency Management, and Emergency Support Services we carry a department deficit of 5 FTE, as demonstrated by the annual workload.  Standby hours are unaccounted for off-the-clock but still remaining in the area and of clear mind & health to maintain ability to respond.
Staff Hours on Standby p/week (128 p/week, p/person)		2,816 hrs Reg 2,816 hrs Tarina 2,816 hrs Cheryl (8,448 total)		
Deficit FTE's			5	

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## 7) ANTICIPATED PROJECTS FOR NEXT QUARTER

*In no priority order*

Activity/task	Comments
Terms of Reference draft for EMEC	
Draft Facility sharing MOU for use with FVRD member municipalities	Dependent upon interest from other municipalities.
Draft MOU for Emergency Program use (public service sites in disaster)	Requires Senior Leadership drafting for legal agreements.
Draft FVRD Emergency Management Vision, Mission, Values	
Emergency Management for Elected Officials training handbook	In development
ESS recruitment campaign launch	In development
Community Emergency Preparedness Fund Grants	EOC Grant & ESS Grant
Duty Officer binder for EM	
Table of Contents draft & loose outline for new Emergency Management Plan and sub-plans	
GIS inputs for Emergency Program Map book	
Distribution of ESS supplies from FVRD HQ into sites	

## 8) ADDITIONAL INFORMATION

- » Training and Volunteer hours will be added in the future.
- » Fire service value will be added in the future. Fire Centre km2 and population are being updated and will be added in the future.
- » ESS volunteer value \$27.00p/hr (Conference Board of Canada, Statistics Canada, national non-profit average value 2017)
- » Fire values are based on the Office of the Fire Commissioner approved reimbursement rates (2018)
- » FVRD has been invited to participate in planning and attending the Whatcom County 2020 cross-border exercise that is based on a wildfire scenario starting in Cultus and blocking egress for residents thereby requiring cross-border considerations