



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 14, 2020
From: Cecilia Achiam **File:** 09-5126-01/2019-Vol 01
General Manager, Community Safety
Re: **Emergency Programs Quarterly Activity Report – Fourth Quarter 2019**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – Fourth Quarter 2019”, dated January 14, 2020, from the General Manager, Community Safety, be received for information.

Cecilia Achiam
General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY GAO 	

Staff Report

Origin

This report provides Council with an update on Emergency Programs activities. Emergency Programs is reporting on its activities in support of its mandate to maximize the protection of life, public infrastructure, private property and the environment in the event of a major emergency or disaster.

This activity report for EP provides information on each of the following areas:

1. Community Resilience
2. Emergency Management Plans
3. City of Richmond Resilience
4. Emergency Support Services (ESS) Response

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance safety services and strategies to meet community needs.

1.3 Ensure Richmond is prepared for emergencies, both human-made and natural disasters.

Analysis

Community Resilience

Richmond Resilient Communities Program (RRCP)

The RRCP workshop provides residents with the tools and knowledge to prepare themselves, their families and their communities for emergencies of all sizes.

This year saw an increase in engagement and participation from various groups within the community including presentations to businesses, stratas and immigrant/newcomer services. Workshops were provided to:

- | | |
|---------------------------------|--|
| • Richmond Family Place | Presented in English |
| • Prado Condo | Presented in English with Mandarin support |
| • SUCCESS Richmond | Presented in English with a Mandarin interpreter |
| • Settlement Workers in Schools | Presented in Mandarin |
| • BlockWatch Captains | Presented in English |

In 2019, the City facilitated 25 RRCP sessions, which reached approximately 500 Richmond residents. Table 1 outlines the number of presentations and attendees for the year. The most successful RRCP workshops were facilitated by requests from organizations in the community.

Table 1: RRCP Workshop Statistics for 2019

Workshop Type	Number of Sessions				Number of Attendees			
	Q1 (2019)	Q2 (2019)	Q3 (2019)	Q4 (2019)	Q1 (2019)	Q2 (2019)	Q3 (2019)	Q4 (2019)
Prescheduled - English	3	2	-	-	42	44	-	-
By Request - English	2	5	5	3	42	105	92	108
Mandarin	-	1	-	2	-	19	-	42
Totals	5	10	5	5	84	168	92	150

RichmondBCAlert

Emergency Programs staff and volunteers promote the City's Emergency Notification System, RichmondBCAlert, at public events. Regular testing of the system ensures the system is ready for use in the event of an emergency and to identify issues for proactive remediation. The most recent corporate testing occurred on October 16, 2019.

Staff continue to promote RichmondBCAlert to the public. It is anticipated that the notification system will be integrated with MyRichmond portal in 2021. Table 2 outlines the total number of sign-ups for RichmondBCAlert notifications for 2017 to 2019. Variations in the total number of signups are due to seasonality and Emergency Programs staff and volunteer attendance at community events.

Table 2: RichmondBCAlert Signups

	2017				2018				2019			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Owner	135	153	54	60	431	87	134	98	45	234	40	52
Tenant	56	49	13	38	269	48	40	72	25	73	23	23
Total	191	202	67	98	700	135	174	170	70	307	63	75

City of Richmond Resilience*Emergency Plans Review*

Calian Group Ltd. facilitated the City's Hazard, Risk and Vulnerability Assessment (HRVA), which is the foundational document for all emergency planning in Richmond. The assessment was completed in the fourth quarter of 2019 pending a report for distribution in 2020. Accordingly, the review and update of the Emergency Management Plan will follow.

Staff Training

Emergency Programs facilitates training and situational exercises to provide Emergency Operations Centre designated staff with the necessary skills and experiences to effectively support the City and its residents during events and emergencies of any size. At all levels of training, key response partners are invited to provide a common training foundation and base of knowledge. Staff attended the following training exercises:

- October 3, 2019 - Ammonia Leak Response tabletop exercise
- November 12 to 15, 2019 - Coastal Response 2022 regional emergency exercise planning
- November 19 and 20, 2019 - Regional “Disaster Debris” tabletop exercise
- November 26, 2019 - Regional Utilities tabletop exercise

Partner Management

Throughout the fourth quarter of 2019, Emergency Programs staff coordinated with numerous response partner agencies to create and maintain effective working relationships and engagement procedures.

Whenever possible and practical, a deliberate effort was made to include response partners in all Emergency Programs events. The outreach in the fourth quarter of 2019 included:

- November 5, 2019 - Staff met with Emergency Management representatives from the School District No. 38 to review the district’s new staff training program and their emergency response procedures.
- December 10, 2019 - Staff met with Emergency Management representatives from multiple Metro Vancouver municipalities to take part in the ongoing discussion regarding the forthcoming updates to the Provincial *Emergency Preparedness Act*.

Emergency Support Services Response

There were no Emergency Support Service activations in the fourth quarter of 2019.

Financial Impact

None.

Conclusion

Throughout the fourth quarter of 2019 Emergency Programs staff engaged in numerous activities to improve the City’s overall resilience. Staff engaged with the community to deliver personalized community preparedness and resiliency information and improve the ability of community members to communicate with the City in the event of a significant emergency. Staff engaged in emergency notification system testing that successfully identifies methods to improve the system’s effectiveness. The City’s Hazard, Risk, and Vulnerability Assessment update was

completed, producing a foundational document that lays the groundwork for emergency plan updates through 2020. Staff continued to engage in multi-faceted emergency training and partner exercise engagements to strengthen the City's ability to respond effectively to emergencies.



Norman Kotze
Program Manager, Emergency Planning
(604-244-1211)