



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 16, 2017
From: Cecilia Achiam **File:** 09-5126-01/2017-Vol
General Manager, Community Safety 01 (17.00.02)
Re: Emergency Programs Activity Report – January – March, 2017

Staff Recommendation

That the staff report titled, “Emergency Programs Activity Report – January – March, 2017,” dated April 16, 2017, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CA
APPROVED BY CAO 	

Staff Report

Origin

This report provides Council with an update on Emergency Programs (EP) activities. EP 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 Involvement/Public Education
2. Emergency Management Plans
3. City of Richmond Staff and Volunteer Education
4. RichmondBCAlert/Emergency Notification System (ENS)

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

1.1. Policy and service models that reflect Richmond-specific needs.

1.3. Improved perception of Richmond as a safe community.

Analysis

Community Involvement/Public Education

During the months of January, February and March 2017, staff and volunteers participated and facilitated in an Active Wellness Fair for Seniors and presentations at YVR for Canadian Border Service Agency teams.

Emergency Management Plans

As identified in a previous memo to Community Safety Committee, EP is working on three plans this year:

1. Evacuation Plan – a first draft has been completed of the plan and EP is seeking input from stakeholders before final publication. This initiative is on track for completion by the end of 2017.
2. Information Plan – in partnership with Corporate Communications, EP is coordinating a joint review to ensure integration with the City's overarching Emergency Management Plan. This plan is expected to be completed by the end of 2017.
3. Dangerous Goods and Spill Response Plan – EP is working in conjunction with Environmental Programs, who will begin integration with the Emergency Management Plan within the next couple of months. This plan is due for completion by the end of 2017.

City of Richmond Staff and Volunteer Education

Volunteer Recruitment

Volunteer recruitment for 2017 has begun, with a goal of 70 additional volunteers to bring the total to 140 in order to staff two reception centres. Staff are focusing on increased volunteer engagement, training and recognition of current members, redefining teams and roles and development of team leadership to promote self-management.

The application portal is active on the City of Richmond website and Emergency Programs encourages questions or interest in volunteering¹.

Emergency Operations Centre Open House

Currently, staff are preparing for the first annual EOC Open House for the spring. This initiative will serve dual purpose of training staff while providing visibility to this important function of the City's Emergency Programs Department. Tentative plans include the following:

- Open house for all City staff, volunteers and members of Council to view a functional EOC, completely ready for an incident
- EOC Functional groups – an Emergency Management of BC (EMBC) instructor will be on hand to facilitate orientation for each of the following groups:
 - Policy Group – pending availability of members of Council
 - Operations
 - Planning
 - Logistics
 - Finance and Admin
 - EP Volunteers
 - Richmond Emergency Programs Amateur Radio Group Society (REPARS)
- General invitations will be sent to members of the public to drop in during the later hours of the afternoon, early evening to see the EOC in readiness.

Date and times will be announced as staff work to finalize a schedule for that day and are able to confirm resources.

RichmondBCAlert/Emergency Notification System (ENS)

RichmondBCAlert is an emergency notification system that sends notifications in the event of an actual emergency. When an emergency occurs, voice or text messages will be sent to all registered contacts in the impacted area. Evacuation notices, emergency instructions, direction to emergency reception centres or shelters, and information on family reunification will be among the messages that could be sent out during an emergency situation.

¹ <http://www.richmond.ca/safety/prepare/involve/volunteer.htm>

During 2017 an upgrade to the current white and yellow pages entries will be completed with additional and corrected personal and business telephone numbers added or changed to the new 30,000+ data base.

During the past three months, staff promoted the ENS program to the citizens of Richmond at all Community Involvement/Public Education events, City of Richmond Staff and Volunteer Education events as well as through of social media. The table below shows the number of new registrations during the first quarter of 2016 and 2017 for both owner and tenant registrations:

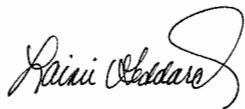
Registrations	January	February	March	Total
Owner				
2017	31	67	41	139
2016	34	21	11	66
Tenant				
2017	7	39	13	59
2016	18	7	8	33

Financial Impact

None

Conclusion

In the first three months of 2017, Emergency Programs staff and volunteers were out in the community for two public education events, began the 2017 volunteer recruitment, are planning the EOC Open House and continue to promote the RichmondBCAlert System.



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 Manager, Emergency Programs
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LG:lg