



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 21, 2019
From: Cecilia Achiam **File:** 09-5126-01/2019-Vol
General Manager, Community Safety 01
Re: **Emergency Programs Quarterly Activity Report – Fourth Quarter 2018**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – Fourth Quarter 2018”, dated January 21, 2019, 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:
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 Resilience
2. Emergency Management Plans
3. City of Richmond Resilience
4. Emergency Social Services (ESS) Response

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.

1.2. Program and service enhancements that improve community safety services in the City.

1.3. Improved perception of Richmond as a safe community.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

9.2. Effective engagement strategies and tools Analysis

Public Resilience

Richmond Resilient Communities Program (RRCP)

The RRCP workshop is designed to provide residents with the tools and knowledge to prepare themselves, their families and their communities to be resilient during an emergency of any size.

The 'Beyond the Workshop' phase is where participants can attend courses to gain additional knowledge/skills in emergency preparedness. These skills can be used in everyday life to improve the overall perception of safety and preparedness in the community.

In the fourth quarter of 2018, one RRCP workshop was delivered in the community of Thompson. A total of 14 households were in attendance. The results of the comprehensive review revealed the majority of participants found it difficult to make the four-hour commitment over the two weeks. In response to this feedback, the Richmond Resilient Communities workshop was reformatted to be a two-hour workshop over a single session.

Other changes to the workshop included: the development of a workshop booklet, the development of promotion and marketing materials (posters, 2019 yearly schedule and banner ads) and a complete revision of workshop content and exercises. The revised workshop will be introduced in the first quarter of 2019.

Staff coordinated the delivery of a Basic Food Safe course as part of the Beyond the Workshop series. Further time and efforts have been focused on securing additional courses to be included as part of the program.

Council is invited to attend any of the following workshops:

Facility: Hamilton Elementary School
Dates & time: Jan 30, from 6:30-8:30pm

Facility: HJ Cambie Secondary School
Dates & time: Feb 13, from 6:30-8:30pm

Facility: Hugh Boyd Secondary School
Dates & time: Mar 6, from 6:30-8:30pm

Facility: RA McMath Secondary School
Dates & time: Mar 14, from 6:30-8:30pm

Measuring Resilience Program

Resilience is not a one-time act, but rather an ongoing practice; therefore, a comprehensive review of the program and questionnaire was completed at the end of 2018. The revised questionnaire will be launched in the first quarter of 2019.

Kwantlen Polytechnic University Partnership

In collaboration with KPU, questionnaires were developed to conduct an in-depth analysis of the effectiveness of the workshop content, and to understand public perceptions as it relates to disaster readiness and emergency preparedness. It is anticipated that the KPU report will be completed by the end of 2019. The report will discuss ways to facilitate more targeted and effective outreach and provide enhancements to the City's Emergency Programs education strategies.

RichmondBCAlerts

Emergency Programs staff and volunteers continue to promote registration for the City's Emergency Notification System, RichmondBCAlert, at public events. The significant increase in registration can be attributed to the promotion and awareness of the notification system.

Table 1: RichmondBCAlerts Signups

	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Owner	135	153	54	60	431	87	134	98
Tenant	56	49	13	38	269	48	40	72
Total	191	202	67	98	700	135	174	170

Public Events

Emergency Programs staff and volunteers have promoted the City's RichmondBCAlert notification system and the RRCP workshop series at the following public events:

- City Hall – October 18, 2018
- Aberdeen Center – December 15, 2018
- Brighthouse Library Community Table – December 18, 2018

Emergency Management Plans

Emergency Programs staff regularly review emergency plans with their operational stakeholders to ensure the plans are relevant in the event of an emergency or disaster. Staff are reviewing:

- The Dangerous Goods Spill & Response Plan and the Information Plan: An orientation took place on November 20, 2018, to inform response staff of significant updates and orient them to their responsibilities within the plan.
- Emergency Management Plan: Staff have deferred this plan review in anticipation of a Hazard Risk & Vulnerability Analysis to commence 2019. With the provision of funding, it is anticipated that this plan review will follow and will be completed by the end of 2019.

City of Richmond Resilience

Emergency Response and Emergency Operation Centre Activations

On December 20, 2018, Emergency Programs activated a level 1 Emergency Operations Center (EOC) to support and coordinate over 15 City departments and partner agencies the City's response to the windstorm event. A virtual EOC Level 1 activation manages an event that is situated on one site and involves two or more agencies or departments to coordinate a response (i.e. Engineering and Public Works, Richmond Fire-Rescue and Department of Defence during the 2018 wild land fire event).

Staff Training

On October 18, 2018, City of Richmond staff participated in an earthquake drill in conjunction with the internationally recognized Great ShakeOut. Staff, including those who work outside, were provided guidance on how and when to perform earthquake response activities, and what to do after an earthquake. Where practical, staff were encouraged to drop, cover, and hold on for a full minute.

On November 15, 2018, Emergency Programs hosted an EOC and Incident Command System (ICS) orientation session for City staff. The ICS provides a framework for communication and command of an incident at the site. Emergency Programs subsequently hosted a tabletop exercise on November 21, 2018, to allow staff to gain practical experience in an emergency operations environment, and to exercise the reviewed Dangerous Goods Spill & Response Plan and Information Plan.

Emergency Programs will continue to facilitate training and exercises to provide City staff with the necessary skills and experience to effectively support the City and its residents during events and emergencies of any size.

Partner Management

In support of the Smart Cities Project, Emergency Programs arranged for a best practice study tour of partner Emergency Operations Centers at the Port of Vancouver, Vancouver Airport Authority, Coast Mountain Bus, Seattle Office of Emergency Management, Washington State Division of Emergency Management and the Washington State National Guard Joint Operations Center.

Emergency Programs participated along with Emergency Management BC in the Washington State Mount Baker Volcano Exercise during the week of October 14, 2018. Staff in Emergency Programs, Corporate Communications and Richmond Fire-Rescue, also participated in the YVR “Crash at Airport” tabletop exercise on November 14, 2018, and the YVR-RCMP Joint Active Threat exercise on December 11, 2018.

On November 21, 2018 Emergency Programs hosted the second annual EOC Partner Open House. During this event, emergency response partners from within the City and the region visited the Richmond’s Emergency Operations Centre and connected with Emergency Programs staff.

UBCM Grant Funding

In the fourth quarter of 2018 Emergency Programs successfully applied for, and received, two \$25,000 grants from the Union of BC Municipalities Community Emergency Preparedness Fund. Per the conditions of each grant, the funds went towards the purchase of supplies to increase the City’s ability to respond to emergencies and support its residents.

Volunteer Recruitment

Members of the public are invited to attend Volunteer Information sessions and ask questions about becoming an emergency preparedness leader in their community. Information is provided to potential volunteers on how they are able to leverage their skills to assist during an emergency.

There were no information sessions held in the fourth quarter of 2018. A new volunteer orientation was held on November 5, 2018.

The next information session is scheduled for February 11, 2019, from 7:00 pm until 8:00 pm in City Hall's meeting room, M.1.003. Members of Council are welcome to attend this session.

Emergency Social Services Response

Emergency Programs responded to four incidents to provide support to residents affected by and displaced from their homes due to residential fires in the fourth quarter of 2018.

In total, 16 residents were provided with services on behalf of the province which included temporary accommodations, meals, clothing and basic incidentals, while the evacuees worked to identify and secure alternate accommodations or while they waited for their residences to be cleared of harmful smoke.

Financial Impact

None.

Conclusion

Emergency Programs staff and volunteers continue to engage with the Richmond community to deliver personal and community preparedness, and resiliency information while continuing to promote the RichmondBCAlert System.



Norman Kotze
Manager, Emergency Programs
(604-244-1211)

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