



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** July 25, 2019
From: Cecilia Achiam **File:** 09-5126-01/2019-Vol 01
General Manager, Community Safety
Re: **Emergency Programs Quarterly Activity Report – Second Quarter 2019**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – Second Quarter 2019”, dated July 25, 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: 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 Resilience
2. Emergency Management Plans
3. City of Richmond Resilience
4. Emergency Social Services (ESS) Response

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

Enhance and protect the safety and well-being of Richmond.

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

Analysis

Community Resilience

Richmond Resilient Communities Program (RRCP)

The RRCP program 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.

- In the second quarter, prescheduled workshops were facilitated at the West Richmond, Steveston and City Centre community centres;
- Additional workshops were arranged and facilitated by request from the following community groups; Canadian Association for Retired Persons (CARP), Community Living Leadership Network (CLLN) and two large strata complexes in Steveston; and
- The first-ever mandarin workshop was facilitated on June 27, 2019, at the South Arm community centre. The session was very well received and, as a result, two additional sessions will be scheduled in the fall.

Table 1 below summarizes program statistics for the first and second quarter of 2019.

Table 1: Richmond Resilient Communities Program Statistics

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

RichmondBCAlert

Emergency Programs staff and volunteers promoted the City's Emergency Notification System, RichmondBCAlert, at all public events.

Table 2 outlines the total number of sign-ups for RichmondBCAlert notifications. Variations in the total number of signups are due to seasonality and Emergency Programs staff and volunteers attendance at community events.

Table 2: RichmondBCAlert Signups

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

Testing and System Maintenance

On Thursday, May 9, 2019, at 1:55 pm Emergency Programs facilitated the first internal test of the RichmondBCAlert notification system. The test sent notifications to Mayor and Council, City Staff and Emergency Programs volunteers and included desk phones, corporate mobile phones and email. Results from the system test are summarized in table 3 below.

Table 3: Emergency Notification Test Results

| Device | Sample Size | Success Rate |
|------------------|-------------|--------------|
| Desk Phones | 1427 | 798 (60%) |
| Corporate Mobile | 523 | 40 (8%) |
| Email | 1897 | 1897 (100%) |

The reduced success rate for corporate mobiles can be attributed to the sequence in which the system initiated contact. If the message were received by the desk phone with an assigned corporate mobile, the system would not push to additional contact numbers. Staff will continue to refine the notification system so that it functions effectively during an event.

Public Events

Emergency Programs staff and volunteers build a culture of preparedness by regularly engaging with the public to share emergency preparedness information. The overarching goal of each event is to educate and empower residents to take specific actions to increase their ability to respond to and recover from emergencies of all types.

During community events, Emergency Programs staff and volunteers promote the Richmond Resilient Communities program, encourage the community to subscribe to Richmond BCAlert and highlight the City's Emergency Social Service and Communications teams and functions. Community event attendance varies from quarter to quarter based on the availability of volunteers and the seasonality of events.

- May 4 – 8th Annual Chinese Christian Mission (CCM) Safety & Secure Living Fair 2019. Emergency Programs staff and Cantonese, and Mandarin, speaking volunteers engaged the public to provide multi-language preparedness material.
- May 5 to 11 – Emergency Preparedness Week – a social media campaign focused on increasing awareness of Emergency Preparedness Week to encourage residents and business owners to take action to build their resilience.
- May 7 and 8 – Project Wet – Approximately 300 Richmond students learned about the emergencies they may face living in Richmond, what items they would need in an Emergency Kit and how to create a family emergency plan.
- May 11 – Public Works Open House Annually Emergency Programs staff and volunteers, partnered by Emergency Services, interact with public to showcase the importance of personal preparedness within their communities.
- June 1 and 2 – Doors Open Richmond – Approximately 2,500 people visited Fire Hall No. 1 where the Emergency Programs department is located.

City of Richmond Resilience

Emergency Plans Review

Cailian Group Ltd. has been engaged to facilitate the City's Hazard, Risk, and Vulnerability Assessment (HRVA), which is the foundational document for all emergency planning in Richmond. Staff anticipate a final report to be presented to Council in the quarter one of 2020.

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 ensure a common training foundation and base of knowledge.

- April 18 – Introductory Emergency Operations Centre (EOC) and Incident Command System (ICS) training were delivered to staff who may hold a position within the EOC.
- April 25 – An Evacuation Plan Orientation session was delivered to all plan stakeholders to provide a review and discussion of the recently updated plan. An Orientation to plane crashes was delivered immediately afterwards. The orientation was hosted and organized by Emergency Programs and featured presenters from the Transportation Safety Board and the BC Coroners Service.
- May 2 – Introductory EOC and ICS training were delivered to staff who may hold a position within the EOC.
- May 8 – During National Emergency Preparedness Week Emergency Programs hosted a tabletop exercise titled “Capstone”. The exercise consisted of an “on-site” component, where on-the-ground staff were walked through the crash response and evacuation event, and an “EOC” component, where City EOC members and response partner staff gathered to discuss the necessities of an EOC activation supporting response to the crash and facilitating the evacuation.

Partner Management

Throughout the second 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 training events.
- Through a series of engagements, staff worked with BC Housing to support and contribute to an update of the Rapid Damage Assessment Program.
- April 30, 2019 – In coordination with numerous City departments, staff participated in the bi-annual YVR full-scale crash on an airport training exercise.
- May 10, 2019 – Staff supported the Vancouver Office of Emergency Management with executing their full-scale “VanSlam” exercise which tested both major earthquake response and Emergency Support Services activations.
- May 27, 2019 – Staff attended the opening of the new Delta Fire Hall No. 4 and Emergency Operations Centre.
- June 18, 2019 – In coordination with City Waterworks department staff participated in the Integrated Partnership for Regional Emergency Management’s Regional Workshop on the Emergency Provision of Drinking Water.

Emergency Support Services Response

Emergency Programs provided Emergency Support Services at one event in the second quarter of 2019. Support provided is outlined below.

- On June 9, 2019 a displaced family was provided with accommodations and food for 72 hours after a house fire.

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.



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