

**City of Pitt Meadows
Pitt Meadows, British Columbia, Canada**



Working Together for Results

**2012 Business Plan
Emergency Preparedness Program**



Prepared by: Brad Perrie
Asst. Chief Fire Prevention
Emergency Program Coordinator
City of Pitt Meadows
12007 Harris Road
Pitt Meadows, BC V3Y 2B5
Phone (604) 465-2412
Fax (604) 465-1195
Website www.pittmeadows.bc.ca

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Executive Summary

The Emergency Program for the City of Pitt Meadows services a population of over 17,500 spread over an area of some 36.7 square kilometers and is an organization-wide model of municipal government preparedness. It is based entirely on the British Columbia Emergency Response Management System (BCERMS) model as created by the Province of British Columbia. All training, documentation, procedures and organizational components are based upon the BCERMS Site and Site Support level standards documents. The Municipal Council has recognized the importance of emergency planning by identifying it in one of their “Strategic Focus Areas”.

The City of Pitt Meadows for the past fourteen years has provided the Emergency Preparedness Program jointly through a delivery system with the District of Maple Ridge. Each municipality provides facilities, staff and operates their individual Emergency Operations Centre when dealing with small events that effect their municipality. The municipalities move to a Joint Emergency Operations Centre when an event occurs that affects both municipalities or the event is of a magnitude that the individual municipality requires additional resources. The Emergency Program is also responsible for providing Emergency Social Services (ESS). ESS is a provincial emergency response program through which staff and local ESS volunteers provide short-term assistance to residents of Pitt Meadows who are forced to leave their homes because of fire, floods, earthquake or other emergencies. This assistance includes food, lodging, clothing, emotional support and family reunification. ESS is typically available for 72 hours. In some instances the province may extend services for a longer period of time...

The Emergency Program has embraced training in a wide variety of subject areas including, but not limited to, incident command, emergency operations centers, evacuation, exercise design, hazard and risk analysis, emergency social services, damage assessment and fire smart.

In February 2012 the Emergency Program will holding a functional exercise, this exercise will include moving to a joint operation in the Emergency Operation Centre in Maple Ridge. We had planned for this to take place in October 2011 but due to logistical issues we had to move to February 2012.

Key Activities, Projects and Initiatives

- Administration and operation of Emergency Program for Pitt Meadows and in cooperation with Maple Ridge the administration and operation of the Joint Emergency Program
- Continue to provide education, information to public
- In conjunction with HR subsidize Grab and Go Kits for staff
- Provide Emergency Program information for website
- Mass Carcass exercise meeting January 2012
- Hold functional Joint Emergency Operation Centre exercise February 2012
- Emergency Preparedness Day March 2012
- Shakeout Earthquake Drill third Thursday in October 2012
- Continue to provide training opportunities for staff through the Justice Institute on line training, in-house instruction by Don Jolley and through sponsored courses in other communities.

Strategic Plan Alignment

Governance:

- Provide effective and efficient programs to the citizens of Pitt Meadows through staff training, effective planning and public education within budget constraints
- Local Bylaw and Emergency Program Act require local authority to prepare emergency plans to respond to and recover from emergencies and disasters
- Provide training for City staff and emergency responders

Community Services:

- Encourage citizen participation in the Emergency Program, Personal Preparedness, Neighbourhood Preparedness and Business Preparedness.
- Hold community Emergency Preparedness Day event.
- Participation in the province-wide Shakeout BC earthquake drill.

Public Safety:

- Maintain a comprehensive emergency preparedness program that covers the six components of emergency management
 - *Context* - Circumstances in which an event occurs
 - *HRVA* - Determining specific hazards that effect our community
 - *Mitigation* - Activities designed to prevent, avoid or reduce the impact of a disaster
 - *Preparedness* - Planning and training of staff and responders and public education
 - *Response* - Activities designed to address short-term effects of a disaster
 - *Recovery* - Activities designed to restore community life and services to normal

2011 Successes

- Installed MSAT Satellite Phone in the Emergency Operation Centre at City Hall
- Business Continuity Plan for City 50% complete
- Committee formed to developed functional exercise for Joint Program
- Training sessions conducted for staff in support of joint functional exercise
- Completed Hazard Risk Vulnerability Analysis Executive summary review
- Updated the Joint Disaster Response Plan
- Completed new Evacuation Manual with GIS mapping
- Motorola Award for excellence in emergency preparedness Evacuation Manual
- Updated our Flood Response Plan
- Completed an Extreme Heat Plan
- Emergency Preparedness Day event March 2011
- EOC identification card developed for program

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Significant Issues and Trends

The Emergency Program Coordinator (EPC) falls under Protective Services and has been assigned to the Assistant Chief-Fire Prevention responsible for overseeing and coordinating the community's emergency management program. The position involves handling the program's day-to-day business, ensuring that adequate attention is given to all its aspects, bringing issues requiring direction to the attention of the Emergency Program Director/CAO, and supervising the work of the various sub committees. The Emergency Program Coordinator plays a key role in ensuring that emergency planning is completed in an effective and timely manner, and that the community's emergency management program is implemented according to plan. The organizational model for the program is fluid and review of the program is continuous. All parties are considerate of the additional roles they play in the City and efforts are on-going to ensure that we utilize appropriate staff as we seek the ideal model for the administration of the program.

Performance Measures

Measure	Benchmark	2011 Performance	Management Initiatives
Public Education Joint Program	8	24	Increased level of community awareness by having more presentations
Staff Training Joint Program	80%	75%	Continue to provide training opportunities to staff
ESS Recruitment Sessions Joint	6	10	Continue to recruit and provide information on ESS
ESS Training Joint	8 meeting	12	Continue to train ESS Volunteers
Volunteer Recruitment Joint	10 new Members per Year	10	Continue to recruit volunteers challenging to keep them involved
ESS Activations - 2011	When required	0	ESS was not activated in Pitt Meadows or Maple Ridge in 2011

The Joint Emergency Program managed to meet/exceed the majority of our benchmarks/targets in 2011. Emergency Social Services plays a large role in this by recruiting and training volunteers in both communities to meet the needs of the program. It is very likely that the City of Pitt Meadows will be impacted by a disaster/major emergency at sometime in the future. Every year citizens of British Columbia are affected by emergency events. The City of Pitt Meadows Senior Management and staff under the direction of the CAO do great work and provide leadership in the Emergency Management. The Joint Emergency Program with our neighboring community has won awards for excellence in emergency preparedness and is a leader in this area. I would like to take this opportunity to congratulate everyone for their hard work in keeping this program moving forward.

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Annual Department Plans

2012 Projects and Initiatives

Public Safety	Who	When
1. Action: Present educational programs to public		
Goal: Public prepared for 72 hours		
Outcome or Measure: Increase public awareness		
<u>Milestones</u>		
a. Present educational programs to ensure residents are prepared to cope with an emergency pre and post event.	BP/BM Volunteer Facilitator	Q1-4
b. Grab and Go Kits for staff in conjunction with HR	BP/LJ	Q1
c. Emergency Preparedness Day Event	BP/MC	Q1
d. Shakeout BC earthquake drill staff and community third Thursday in October	BP/MC/HR	Q3
e. City web site emergency program area updated	BP/MC	Q1-4
2. Action: Mass Carcass Table Top Work Shop		
Goal: Explore and Discuss emergency operations as out lined in Animal Carcass Plan		
Outcome or Measure: Recommendations may be developed to resolve resource short falls and disposal challenges		
<u>Milestones</u>		
Meet with key players to explore and discuss the following emergency operations as outlined in the City of Pitt Meadows/District of Maple Ridge Farmed Animal Carcass Emergency Plans created in 2007 for the freshet.	BM/CM/BP Section Chiefs	Q1
a. Debrief, Strengths and Weaknesses	Mgmt Team	Q1
b. Action Plan.	Mgmt Team	Q2-4
3. Action: EOC Functional Exercise		
Goal: Test Emergency Program @ EOC Level		
Outcome or Measure: Evaluate policies, plans and procedures		
<u>Milestones</u>		
a. Conduct functional EOC exercise February 2012.	BP/CM/BM Committee	Q1
b. Evaluate exercise and use information to make improvements to the Emergency Program.	BP/CM/BM	Q2-4

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4. Action: Staff Training		
Goal: Improve staff ability to work in Emergency Operation Centre		
Outcome or Measure: 90 % of staff trained to City standard		
<u>Milestones</u>		
a. Continue to provide training opportunities for staff through in-house instruction by Don Jolley and through sponsored courses in other communities as well as on line through the Justice Institute of British Columbia.	DJ/BP/CM BM/MC	Q2-4
5. Action: Business Continuity Plan		
Goal: City Departmental Staffing plan including Information Technologies and Human Resources		
Outcome or Measure: City has plan to keep essential City departments and appropriate facilities operational during a disaster/emergency		
<u>Milestones</u>		
a. Continue the development of departmental essential services and staffing requirements to complete City of Pitt Meadows business continuity plan including IT and HR.	Dept Heads/HR	Q2-4
b. Form a committee to evaluate the audio visual needs of the Meadows Room (EOC) to update system 2013.	Committee	Q2-3

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Financial Highlights

Financial Summary - Emergency Planning

	2011 Projected Actual	2011 Budget	2012 Budget	2013 Budget	2014 Budget	2015 Budget	2016 Budget
Operating:							
Revenues							
Miscellaneous Revenue	\$ 12,500	\$ 2,900	\$ -	\$ -	\$ -	\$ -	\$ -
Expenditures							
ESS Support	11,730	11,730	11,965	12,204	12,448	12,697	12,697
Search and Rescue	12,800	12,700	12,954	13,213	13,477	13,747	13,747
Training and Other	15,680	19,386	12,632	12,884	13,142	13,406	14,203
Total Expenditures	40,210	43,816	37,551	38,301	39,067	39,850	40,647
Net Operating	\$ 27,710	\$ 40,916	\$ 37,551	\$ 38,301	\$ 39,067	\$ 39,850	\$ 40,647
		\$ Change	\$ (3,365)	\$ 750	\$ 766	\$ 783	\$ 797
		% Change	-7.7%	2.0%	2.0%	2.0%	2.0%

Key Budget Changes for 2012:

Expenditures:

Inflationary Adjustments	\$ 735	
Update Program Manual (2011 Project)	(4,100)	Net of Grant Funding
	\$ (3,365)	

Capital Budget

The proposed capital budget for the Emergency Preparedness Program for 2012 as summarized in the Capital Assets Business Plan will be carried over to 2013. An evaluation of the requirements of the Meadows Room/Emergency Operation Centre audio visual system needs will be completed by a committee in 2012.

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