

Emergency Management Update Report

Presented to: Emergency Services Committee on June 27, 2018



This report aims to provide the City of Greater Sudbury Emergency Services Committee with an update on good news stories, relevant statistics, and recent business activities within the Paramedic Services Division of the Community Safety Department.

The Emergency Management Department provides leadership, guidance, and direction to ensure the City is safe. Governed by the Emergency Management and Civil Protection Act, (EMCPA) with guidance from the Office of the Fire Marshal and Emergency Management, City Council, and the Greater Sudbury Emergency Management Advisory Panel, the primary focus of the Emergency Management Section is to contribute to the safety of citizens through the effective management of community risks and emergencies.

Good News Stories

OFMEM – EM Engagement Session

Office of the Fire Marshal and Emergency Management (OFMEM) concluded its regional engagement sessions in Greater Sudbury on March 26th with Community Emergency Management Coordinators (CEMCs) and other Emergency Management partners of Northern Ontario.

During this full-day session, participants were provided with an update on the progress regarding Provincial Emergency Management programming. This annual meeting also served as an opportunity for CEMCs to provide feedback on the Province's program review.

A workshop on the renewal of the Hazard Identification & Risk Assessment (HIRA) program, a legislative required under the Emergency Management and Civil Protection Act, was also included in this session.

Health Emergency Management Opioid Workshop

Greater Sudbury's Emergency Management Section was among more than 40 community agencies from Sudbury and Manitoulin districts who participated in an emergency scenario involving Opioid overdoses.

Hosted by Public Health Sudbury & Districts and Public Health Ontario, the workshop provided an opportunity for community stakeholders to work together to ensure the City and surrounding communities are prepared for emergencies such as a potential mass casualty event related to opioid overdoses.

The findings of the workshop will be used in the development of a local interagency emergency response plan in relation to opioid misuse that will support an effective and timely multi-agency response to, and community recovery from, a mass casualty event secondary to an opioid crisis.



Throughout the session, those in attendance were able to learn about opioids, test emergency response plans, clarify roles and responsibilities, and identify strengths and areas for improvement within their existing emergency response plans.

Cambrian College Tour of the Emergency Operations Centre (EOC)



Students of Cambrian College's Security Management course visited Greater Sudbury's Emergency Operations Centre (EOC) on April 9th to gain understanding of how the learning objectives from the Basic Emergency Management (BEM) course apply in our community and how the City of Greater Sudbury prepares and responds to emergencies.

The City's EOC is a central command and control facility responsible for carrying out the principles of emergency preparedness and

emergency management. The EOC functions at a strategic level in an emergency situation, ensuring the continuity of operations for the City.

Launch of Emergency Preparedness (EP) Week

City of Greater Sudbury recognizes the first full week of May every year as Emergency Preparedness (EP) Week (May 6-12, 2018). The provincial theme this year is "Be Emergency Ready-Stay Connected" promoting emergency preparedness and the annual testing of the City's emergency public notification system, Sudbury Alerts.

Emergency Preparedness Week is a Canada-wide initiative aimed at increasing awareness of individual and family preparedness in the event of an emergency or natural disaster.



The City of Greater Sudbury launched Emergency Preparedness Week with a proclamation from Mayor Brian Bigger. In attendance were members of City Council, City Departments, and emergency management community partners.



Sudbury Alerts Annual Testing

The City of Greater Sudbury in partnership with VALE, Glencore, Greater Sudbury Police Services, Greater Sudbury Utilities, and Public Health Sudbury & Districts launched Sudbury Alerts in February 2017. This notification system will alert residents of a potential hazard or concern that is considered an imminent threat to public safety. The system, built by Everbridge, a worldwide leader in critical communications, allows residents to receive emergency alerts on their home phone, cell phone, TTY service, fax machine, or email. Sudbury Alerts will act in conjunction with the City's Emergency Management Program for the protection and safety of residents.

In conjunction with Emergency Preparedness Week which runs May 6-12th, 2018, the City of Greater Sudbury's (CGS) Emergency Management Section completed a successful test of our emergency notification system, Sudbury Alerts.

At 10:06 a.m. on May 9th, the first notification (English) was sent to 76,055 contacts; some with multiple contact choices, resulting in many more actual contact attempts. As of May 9 at 3:00 p.m., 10,162 residents confirmed receipt of notification.

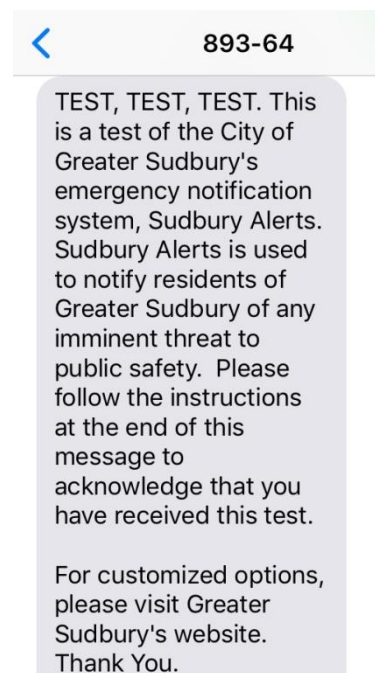
At 10:08 a.m., the second notification (French) was sent to 60 contacts and as of May 9 at 3:00 p.m., 73% (44 residents) confirmed receipt of the notification. The test would not have been successful were it not for the corrective actions implemented since our last annual test in 2017.

These actions include:

- Bilingual Messaging – Residents who have created profiles on Sudbury Alerts via the member portal on the City's website or residents, who are signing up for Sudbury Alerts, now have the option of selecting their preferred language.
- Reduced impact to City's telephone infrastructure – Call throttling rules were applied to the 14 most commonly used telephone exchanges in the City (i.e. 522, 983, 674 and 675). This allows telephone providers to deliver notifications while avoiding congestion on the network.
- Our Information Technology Section has worked closely with our local telephone providers to ensure the phone number for the Audio Bulletin Board remains white-listed.

Impact to City services was minimal in comparison to the last annual test. The following are preliminary observations from this latest test:

- From 10 a.m. to 3 p.m., 58 calls were received by the City's 3-1-1 Call Centre by residents inquiring about the notification they



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had received. At peak there was a 3-minute queue and an average time of 1 min 7 sec per call. The Call Centre reported that there was approximately 30 minutes of "busier than normal" time starting at 10:15 a.m. No calls were received by 911 Communications Centre regarding test notifications sent to residents.

- No known impact to City's telephone infrastructure.
- One of the goals for this test was to raise public awareness of Sudbury Alerts and encourage resident to sign up for the service. Over 400 residents have since signed up to receive notifications.

Sudbury Alerts currently has 69,000 publicly listed residential and business phone numbers in addition to 7,568 residents who have signed up via the member portal on the City's website.