

Community Need

2023 Summary



Protective Services

Strategy

Target Outcome

We envision effective regional cooperation in protecting public safety and preparing for, responding to, and recovering from emergencies.

Strategic Context

Strategies

- [CRD Climate Action Strategy](#)
- [Regional Growth Strategy](#)
- [Regional Emergency Management Partnership \(REMP\)](#)

Trends, risks and issues

- Increased frequency of emergency incidents requiring dedicated staff time, such as wildfire, drought, heat wave, atmospheric rivers, and other operational incidents. Incident frequency impacts the capacity to address work plan and service plan priorities.
- Increased public expectation for governmental assistance and timely communications during emergency events, including services outside existing program mandates.
- Pending modernization of the BC's *Emergency Program Act* and regulations will require review of CRD resources and emergency plans required to ensure alignment with new legislation.
- COVID-19 required significant staff time for Emergency Operations Centre (EOC) operations and organizational support during the first 2+ years of the event. The ongoing pandemic has the potential to further impact Protective Services Division operations into 2023 with possibility of variants and additional waves as well as follow-up for after action reviews and operational adjustments.
- Shifting regulatory framework for fire services continues to evolve. This would prompt increased staff operational support and a review of existing fire service delivery models and potential liabilities.
- Increased provincial regulatory standards for volunteer fire services that are consistent with career fire departments, compounding challenges in recruiting and retaining volunteers.
- The rigorous requirements of the regulations governing fire services requires a level of records management that is challenging for volunteer fire departments to achieve and maintain in order to comply with requirements. Evolving regulations and increased support needs of volunteer fire services to comply will require a review of Protective Services staff resourcing in 2023 and onwards.
- Increased First Nation capacity in emergency management with increased government-to-government coordination.

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- The CRD's Emergency Hazmat Team was established in 2008 and the program is now at a stage that it would benefit from an operational review to ensure program effectiveness, cost efficiency and compliance with current standards.
- The evolution to Next Generation 922 will result in increased operational and financial obligations.

Services

Core Services Levels	
Service	Levels
<p>CRD Emergency Management Responsible for local emergency management programs in each of the EAs supported centrally by the CRD Corporate Emergency Program.</p>	<ul style="list-style-type: none"> • Provision of 24/7 on-call Duty Emergency Manager • Operation of regional/EA EOC • Provide support to internal departments and external agencies during emergencies • Support (advance planning, training, response coordination, site support, and after action reviews) to internal departments and external agencies during emergencies impacting water systems and other CRD assets or services • Operation of the CRD EOC and coordination of associated corporate level emergency planning
Regional services	
<p>911 Call Answer Administration and oversight of 911 Call Answer services within the Capital Regional District.</p>	<ul style="list-style-type: none"> • Ensure that contractor meets performance targets, consistent with contractual obligations
<p>Hazmat Response Operation and administration of the regional Emergency Hazardous Material Response team in partnership with the region's fire departments.</p>	<ul style="list-style-type: none"> • Ensure that the CRD Emergency Hazmat Team is properly prepared and able to effectively respond to hazardous materials incidents in the CRD
<p>Regional Emergency Management Coordination Developed to provide a coordinating role among local municipal and EA programs. The funding for this service is used to support the REMP, in collaboration with Emergency Management BC.</p>	<ul style="list-style-type: none"> • Coordinate resource and information sharing among local municipal and EA programs, supported by the CRD Local Government Emergency Program Advisory Commission and Regional Emergency Planning Advisory Commission
Sub-regional services	
<p>Fire Dispatch Operational management of fire dispatch.</p>	<ul style="list-style-type: none"> • Ensure that fire dispatch contractor meets performance targets, consistent with contractual obligations for the three EAs and participating municipalities (Sooke, Metchosin, and Highlands)

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Core Services Levels	
Service	Levels
Bylaw Services and Animal Care Services Operational management of bylaw enforcement and animal control.	<ul style="list-style-type: none"> • Operation of a bylaw enforcement and animal care program that responds to municipal and CRD operations' requests
EA services	
EA Emergency Coordination Oversight and administration of the EA Emergency Programs.	<ul style="list-style-type: none"> • Oversee and coordinate emergency planning and response by the EA Emergency Programs
EA Search and Rescue (SAR) Support Support of community-based volunteer Search-and-Rescue teams to meet the needs of the local community.	<ul style="list-style-type: none"> • Program oversight for the Juan de Fuca SAR service • Financial support to the Salt Spring Island SAR Society to cover overhead (non-operational) costs
EA Fire Services Support to fire commissions with delegated authority and oversight of fire society contracts.	<ul style="list-style-type: none"> • Oversight and support of Fire and Rescue Commissions, societies, and operational leadership
Support Services The core services listed rely on the support of several corporate and support divisions to effectively operate on a daily basis. These services are reported on in the Accountability Community Need Summary.	<ul style="list-style-type: none"> • Services include Human Resources & Corporate Safety, Corporate Communications, Asset Management, Financial Services, Information Technology & GIS, Information Services, Legislative Services, Facility Management, Fleet Management, Legal Services, Risk & Insurance and Real Estate Services

Initiatives

No new initiatives proposed for 2023.

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Business Model

Funding

Who contributes

- All 13 Municipalities, all EAs and First Nations participate in some aspect of these regional or sub-regional services
- Support Services: varies per service

Funding Sources

- 911 Call Answer is funded by a Call-Answer Levy collected from all telephone landline service providers and most cellphone providers within the capital region, and by requisition
- All other services are funded by requisition, fee for service and/or grants

Reporting Structure

- [Emergency Management Committee](#)
- [Planning and Protective Services Committee](#)
- [Electoral Area Committee](#)

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Performance			
Definition and Source	2021 Actual	2022 Forecast	2023 Target
Metric 1: Emergency Response Time			
(A) 911 – 95% of calls answered within five seconds; data from E-Comm	(A) 98.6%	(A) 97%	(A) 95%
(B) Fire Dispatch – 90% of calls answered within 15 seconds; data from CRD Fire Dispatch	(B) 90%	(B) 90%	(B) 90%
Metric 2: Emergency Preparedness			
(C) Number of EOC exercises conducted annually; data from CRD Protective Services	(C) 3	(C) 4	(C) 2
(D) Number of CRD Emergency Hazmat Team (EHT) Training sessions held annually at potential hazard sites in the region; EHT contractor training records	(D) 5	(D) 9	(D) 12
Metric 3: Animal Shelter – successful return or rehoming of >90% of pets received			
Percentage of pets received that year that were successfully returned or rehomed; data from the CRD Animal Shelter	93.5%	93%	>90%

Discussion

Link to Target Outcome

The metrics provided are indicators of the regional emergency preparedness and response time. We also track the animal shelter’s level of success at rehoming animals. Collectively the KPIs highlight how effectively the CRD is managing its services and creating effective regional cooperation to protect public safety and preparing for, responding to, and recovering from emergencies.

Discussion

- Metric 2: (D) Training opportunities in 2021 were limited due to COVID, three remote assignments were delivered to supplement in person training.

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Initiative Progress Report



Protective Services

Initiatives approved in 2020, 2021 & 2022			
Ref	Initiative	% complete	Progress to date
7a-1	Regional Coordination of Emergency Services	100%	Lead: Protective Services (2020) Part of core services.
7a-1.1	Emergency Management Software	100%	Lead: Protective Services (2022) Part of core services – new software (Guardian IMS) is functional. Ongoing tech support provided by supplier. Initial focus is on enhancing Incident and Spill Reporting activity.
7a-2	Regional Emergency Mgmt Partnership Support	100%	Lead: Protective Services (2020) Part of core services.
7a-6	First Nations Emergency Support	100%	Lead: Protective Services (2020) Part of core services.
7a-10	Jordan River Dam Breach Siren	100%	Lead: Protective Services (2020) Completed
7a-13	Emergency Exercise	25%	Lead: Protective Services (2020) Progressing – functional Emergency Exercise has been scheduled for October 28, 2022. Planning and preliminary activity is underway.
7b-1	Bylaw Enforcement and Animal Control	100%	Lead: Protective Services (2020) Part of core services.
7c-1	FireSmart Program for EAs	50%	Lead: Protective Services (2020) Progressing – FireSmart program is delivering public education campaigns, chipping events, and home assessments in each Electoral Area community. Website and social media are being updated. Homeowner rebates and wildfire cross-training for first responders being implemented. All initiatives funded through grant applications.
7c-2	Fire Services Compliance & Coordination	25%	Lead: Protective Services (2022) Progressing – Fire Departments have received staff-led training in supervision, budgeting, procurement, insurance, regulatory powers, and equipment maintenance. All departments have transitioned to improved regional Fire Dispatch service.

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Initiative Progress Report



Initiatives approved in 2020, 2021 & 2022

Ref	Initiative	% complete	Progress to date
			Significant transition work will be required during implementation. An RFP for a new records management system as well as a governance review of CRD Fire Services is underway.