

STATUS OF EMERGENCY PREPAREDNESS IN CALGARY

EXECUTIVE SUMMARY

Preparedness for emergencies in Calgary is the result of the combined efforts of activities at the individual, family, business, community, city, municipal, provincial and federal level. Effective preparedness aligns education, initiatives and programs with the risks and hazards most likely to impact Calgary.

As a result of the work of the Calgary Emergency Management Agency (CEMA) and its robust network of members, Calgarians, businesses and the Corporation are all demonstrating progress towards an improved understanding of risks and greater preparedness. Additionally, CEMA's all-hazards planning approach supports readiness for a wide variety of natural, technological and human-induced emergency events.

ADMINISTRATION RECOMMENDATION(S)

The Emergency Management Committee recommends that Council receive this report and its attachment for information.

PREVIOUS COUNCIL DIRECTION / POLICY

This update on the status of emergency preparedness in the city is submitted in accordance with The City of Calgary Emergency Management Bylaw 25M2002, Section 6 (2) which states: "The Director shall, with the advice and assistance of the Agency, submit to Council annually through the Emergency Management Committee, a report on the status of emergency preparedness in the City."

BACKGROUND

CEMA works with City of Calgary business units, government agencies, businesses, non-profit groups, first responders and citizens to promote and strengthen emergency preparedness, resilience and the coordinated response to, and recovery from, major emergencies and disasters in Calgary.

Emergency management addresses a full spectrum of activities – prevention, mitigation, preparedness, response and recovery – that contribute to reducing risks, limiting the impact of events, ensuring timely response and supporting communities in recovery as quickly as possible after an event. CEMA's role is to ensure a balanced approach to all five phases to ensure programs, training and capacity are available to advance and support each area.

Attachment 1 contains a report on the highlights of preparedness in Calgary, including: an overview of how preparedness is managed; where Calgary and the Corporation stand today in terms of readiness for emergencies; risks and hazards likely to impact Calgary; and projects and planning for addressing current and emerging risks in the city.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Each year through consultation with its members, CEMA produces the Hazard and Identification Risk Assessment (HIRA) outlining the ten most likely natural, technological and human-induced events to occur in Calgary with the greatest potential impact. CEMA analyzes the historical events that have impacted Agency members in the past year, engage subject matter experts to

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identify and evaluate local risks and assess the impact, changing risk and probability of each potential event.

The current top ten hazards and risks in Calgary, ranked by probability and impact, are:

1. Flood
2. Blizzard/snowstorm
3. Hail
4. Windstorm
5. Infrastructure failure
6. Major planned events
7. Explosion/fire
8. Telecommunications failure
9. Energy supply emergency
10. Rail incident

This hazard and risk assessment informs prevention and mitigation strategies across the Corporation and drives a cohesive, collaborative approach to risk reduction in the city. CEMA also monitors emerging local and global risks to ensure additional planning and preparedness considerations are in place. Currently, CEMA is monitoring the impact of the economic downturn on citizen preparedness, spread of infectious diseases such as the Zika virus and the rise in terrorism-related events.

In terms of preparedness, Albertans are more likely than most Canadians to believe they will face a natural or human-induced risk, which is encouraging since research indicates individuals are more likely to prepare for risks they believe occur. Today, only three in ten Calgarians have a 72-hour emergency kit to support themselves and their families in the days following an emergency. While this is a nine percent increase from 2014, there is still work to be done to ensure Calgarians are prepared to be self-sufficient for the initial days after an emergency.

CEMA is the Corporate leader in business continuity. Through our network of business continuity coordinators, we work with City business units to identify essential services that must be maintained by City staff under any circumstance to ensure health, safety and security of citizens and employees or minimize catastrophic costs associated with the loss of service. CEMA proactively work with all business units and their business continuity coordinators to identify vulnerability in City services and establish a framework for identifying solutions to the most common vulnerabilities and create continuity strategies.

In 2016, CEMA and its members will continue to work towards the four-year preparedness and resiliency goals of the Agency and Corporation through a variety of initiatives, including:

1. Formation of Interagency Risk Assessment Teams from Corporate and external agencies to identify threats to the city and strategies for bolstering resiliency;
2. Development of a disaster volunteer strategy to leverage organized and spontaneous volunteers during and following an emergency;

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3. Creation of community support centres to support rapid community restoration and recovery following an emergency;
4. Refinement of the Corporation's Business Impact Assessment to devise collaborative strategies for common vulnerabilities identified across multiple business units that pose a risk to the delivery of essential services following an emergency.

Stakeholder Engagement, Research and Communication

Successful, effective emergency management and preparedness requires collaboration, coordination and integration to drive complementary and coherent action across the Corporation and city. Whether it is the actual response to an emergency event or the mitigation and planning work to be done to prevent and prepare for emergencies, CEMA helps connect the dots across all levels of the Corporation, government, non-profit groups and private sector to advance resilience in the city. Today, 48 business units and external groups are members of CEMA, including representatives from a broad cross section of sectors, including: City services, emergency services, utilities, schools, transportation, business, non-profits and environment.

CEMA members are heavily consulted in the development of the annual HIRA and engaged in providing feedback on the prevention and mitigation strategies they are employing to reduce the risks identified through this work.

CEMA is an active and vital participant in the Corporation's resilience and risk discussions and frameworks. CEMA's members are among the essential service providers that support the four segments of the Rockefeller Foundation City Resilience Framework. Through the HIRA and other emerging risk monitoring, CEMA and its members are key to the Corporation's evolving approach to risk identification and management.

Communities are engaged with CEMA through the **READYCALGARY** program which educates community leaders and members on how to build individual, family and community preparedness. CEMA also connects with over 7,500 Calgary businesses through the Calgary Chamber, providing updates to the business community on emergencies impacting them as well as partnering to provide business continuity information and support.

Strategic Alignment

CEMA's work on preparedness and its Action Plan supports Council's Priority to provide *A city of inspiring neighbourhoods*.

Within Community Services' Action Plan 2015-2018, CEMA supports the strategies of *Build resiliency to flooding* and *Enhance The City's capacity and resiliency to prepare for and respond to pandemics, natural disasters and emergency situations*.

The work of CEMA supports the Corporation's Sustainability Direction 2020 objective *Calgary, its communities and neighbourhoods are safe, resilient and supportive*.

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Social, Environmental, Economic (External)

Emergency preparedness, planning, training and exercises are necessary at an individual, family, community and business level. The level of preparedness is correlated with the ability to resume normalcy in daily life as quickly as possible following an event.

Citizens, families, communities, and businesses in Calgary rely on the Corporation to employ strategies and planning in which events that can be prevented are stopped and negative impacts resulting from emergencies and disasters that do occur are minimized.

Preventing events or reducing their impact also has economic implications for the Corporation, citizens and businesses. Prevention and mitigation efforts minimize property loss and support timely resumption of operations at both the Corporate and business level.

Financial Capacity

Current and Future Operating Budget:

The operating impacts of the preparedness and mitigation strategies and initiatives discussed in the status report have been included within CEMA's and each business unit's business plan and budget presented in Action Plan 2015-2018.

Current and Future Capital Budget:

The capital budget impacts of the preparedness and mitigation strategies and initiatives discussed in the status report have been included within CEMA's and each business unit's business plan and budget presented in Action Plan 2015-2018.

Risk Assessment

The HIRA is a key contributor to the Corporation's understanding of natural, technological and human-induced risks facing Calgary. In addition, CEMA's ongoing monitoring of global emergency management events with likely impacts on Calgary helps ensure the Corporation is prepared for emerging issues that may quickly arise.

CEMA's ability to transform disaster-specific lessons learned and adapt them into an all-hazards approach is beneficial in preparation for any emergency that may impact the city. CEMA will continue to employ an all-hazards, risk-based approach to enhance emergency response and recovery capabilities that contribute to the Corporation's preparedness regardless of the type of disaster.

REASON(S) FOR RECOMMENDATION(S):

CEMA's all-hazards approach to its planning enhances emergency response and recovery capabilities and helps ensure the Corporation is prepared for any event that impacts the city.

Prevention, mitigation, preparedness, response and recovery strategies employed by CEMA and business unit's to reduce risk and impact of events on the city are incorporated within Action Plan 2015-2018.

ATTACHMENTS

1. Status of Emergency Preparedness in Calgary