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## Safety & Emergency Management



Protect public safety and cooperatively mitigate against, prepare for, respond to and recover from emergencies

### 01 Strategy

#### STRATEGIES & PLANS

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

#### CORPORATE PLAN GOALS

- 9a Effective emergency management

### 02 Contacts

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## 03 Operating Context

### FACTORS THAT WILL AFFECT OUR OPERATIONS IN 2025 AND BEYOND

- 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.
- The new BC *Emergency and Disaster Management Act* and pending regulations will require review of CRD resources and emergency plans that will be required to ensure alignment with new legislation.
- Shifting regulatory framework for fire services continues to evolve and the new *Fire Safety Act* was released in August 2024. This will 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 are compounding challenges in recruiting and retaining volunteers (can be an existential crisis for some services).
- Increased engagement and consultation in emergency management with First Nation is a requirement of the new *Act*. Capacity issues arise with increased government-to-government coordination requirements with First Nations.
- The CRD's Emergency Hazmat Team was reviewed in 2024 and the report will lead to changes to ensure program effectiveness, cost efficiency and compliance with current standards.
- The evolution to Next Generation 911 will result in increased operational and financial obligations.
- The province is supporting many new grant initiatives in response to new legislation and risk reduction. This significantly increases staff workload beyond current capacity to manage grant administration requirements.
- Bylaw call demand increasing significantly beyond resourced capacity and is further impacted by changing regulatory environment and public expectations.
- Increased responsibility for Electoral Areas Emergency Program volunteers and aging volunteer base jeopardizing emergency program continuity and effectiveness.
- Aging animal shelter infrastructure is requiring that decisions on renovation versus new building occur soon.

## 04 Services

*The services listed below rely on the support of several corporate and support divisions to operate effectively on a daily basis. More information about these services is available in the Corporate Services and Government Relations Community Need Summaries.*

### SERVICE BUDGET REFERENCES<sup>1</sup>

- › 1.025 – Corporate Emergency

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#### 1. CRD EMERGENCY MANAGEMENT

##### Description

Responsible for local emergency management programs in each of the Electoral Areas (EAs) supported centrally by the CRD Corporate Emergency Program.

##### What you can expect from us

- ▶ Provision of 24/7 on-call Duty Emergency Manager
- ▶ Operation of the CRD EOC and coordination of associated corporate level emergency planning
- ▶ 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

##### Staffing Complement

Protective Services: **1.0 FTE + Senior Manager + Administrative Support**

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<sup>1</sup> Service budget(s) listed may fund other services.

## Regional Services

### SERVICE BUDGET REFERENCES<sup>2</sup>

- › 1.374 – Regional Emergency Program Support
- › 1.375 – Hazardous Material Incident Response
- › 1.911 & 1.912 – 911 Call Answer

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### 2. 911 CALL ANSWER

#### Description

Administration and oversight of 911 Call Answer services within the Capital Regional District.

#### What you can expect from us

- ▶ Ensure that contractor meets performance targets, consistent with contractual obligations

#### Staffing Complement

Protective Services: **Senior Manager**

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### 3. HAZMAT RESPONSE

#### Description

Operation and administration of the regional Emergency Hazardous Material Response team in partnership with the region's fire departments.

#### What you can expect from us

- ▶ Ensure that the CRD Emergency Hazmat Team is properly prepared and able to effectively respond to hazardous materials incidents in the CRD

#### Staffing Complement

Protective Services: **Senior Manager**

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### 4. REGIONAL EMERGENCY MANAGEMENT COORDINATION

#### Description

Developed to provide a coordinating role among local municipal and EA programs. The funding for this service is used to support the Regional Emergency Management Program (REMP), in collaboration with Emergency Management and Climate Readiness BC.

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<sup>2</sup> Service budget(s) listed may fund other services.

### What you can expect from us

- ▶ 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

### Staffing Complement

Protective Services: **1.0 FTE + Senior Manager**

## Sub-Regional Services

### SERVICE BUDGET REFERENCES<sup>3</sup>

- › 1.913 – Fire Dispatch
- › 1.313 – Animal Care Services
- › 1.323 – Bylaw Services

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### 5. FIRE DISPATCH

#### Description

Operational management of fire dispatch.

#### What you can expect from us

- ▶ Ensure that fire dispatch contractor meets performance targets, consistent with contractual obligations for the three EAs and participating municipalities (Sooke, Metchosin, and Highlands)

### Staffing Complement

Protective Services: **Senior Manager**

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### 6. BYLAW SERVICES AND ANIMAL CARE SERVICES

#### Description

Operational management of bylaw enforcement and animal care.

#### What you can expect from us

- ▶ Operation of a bylaw enforcement and animal care program that responds to municipal and CRD operations' requests

### Staffing Complement

Division: **9.5 FTE + 1 Manager + Administrative Support**

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<sup>3</sup> Service budget(s) listed may fund other services.

## 05 Initiatives

Below are the initiatives listed in the [Capital Regional District 2023-2026 Corporate Plan](#) and the related initiative business cases (IBCs), including financial and staffing impacts, proposed for 2025. The financial impacts reflect full program costs, including cost of staffing.

| Initiative                                                                                                                                                                                          | Implementation year(s) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 9a-1 Support planning for regional-scale emergencies in cooperation with the Regional Emergency Management Program                                                                                  | Ongoing                |
| 9a-2 Develop plans and implement actions consistent with regulatory requirements for local government and regional emergency management, including new <i>Emergency Management Act</i> requirements | 2024-2025              |
| ▶ <b>NEW IBC</b> 9a-2.1 Resiliency and Recovery Coordinator                                                                                                                                         | 2025-ongoing           |
| ▶ 9a-2.2 Fire Services Coordination and Support                                                                                                                                                     | 2024-ongoing           |
| ▶ <b>NEW IBC</b> 9a-2.3 Emergency Hazmat Team Readiness & Preparedness                                                                                                                              | 2025-ongoing           |
| 9a-3 Pursue accreditation for CRD emergency management program Protective Services                                                                                                                  | Planned for 2026       |
| ▶ <b>FUTURE IBC</b> 9a-3.1 Emergency Program Accreditation                                                                                                                                          | Planned for 2026       |

## 06 Performance

### GOAL 9A: EFFECTIVE EMERGENCY MANAGEMENT

#### Targets & Benchmarks

Collectively the performance measures 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.

#### Measuring Progress

| Ref | Performance Measure(s)                                  | Type     | 2023 Actual | 2024 Forecast | 2025 Target | Desired trend |
|-----|---------------------------------------------------------|----------|-------------|---------------|-------------|---------------|
| 1   | Emergency response time: 911 <sup>1</sup>               | Quality  | 95%         | 95%           | 95%         | ↗             |
| 2   | Emergency response time: Fire Dispatch <sup>2</sup>     | Quality  | 90%         | 90%           | 90%         | ↗             |
| 3   | Number of EOC exercises conducted annually <sup>3</sup> | Quantity | 2           | 2             | 2           | →             |

<sup>1</sup> Data from E-comm

<sup>2</sup> Data from CRD Fire Dispatch

<sup>3</sup> Data from CRD Protective Services

#### Discussion

- › Measure 1 reports on the emergency response time for 911 call answer consistent with contractual target to answer **95%** of calls within five seconds.
- › Measure 2 reports on the emergency response time for fire dispatch call answer consistent with contractual target to answer **90%** of calls within 15 seconds.
- › Measure 3 addresses corporate readiness to meet the expectations of Goal 9A: Effective Emergency Management through exercising the EOC to ensure operational effectiveness.

## 07 Business Model

### PARTICIPANTS

All municipalities, all Electoral Areas and First Nations participate in some aspect of the regional or sub-regional services.

### FUNDING SOURCES

911 Call Answer is funded by a Call-Answer Levy collected from all telephone landline service providers within the capital region, and by requisition.

All other services are funded by requisition, fee for service and/or grants.

### GOVERNANCE

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