

WHISTLER

REPORT | ADMINISTRATIVE REPORT TO COUNCIL

PRESENTED: March 3, 2020

REPORT: 20-026

FROM: Corporate and Community Services

FILE: 854

SUBJECT: COMMUNITY EMERGENCY PREPAREDNESS FUND – EMERGENCY OPERATIONS CENTRE CAPACITY BUILDING PROJECT 2020; EMERGENCY SUPPORT SERVICES MODERNIZATION PROJECT 2020

COMMENT/RECOMMENDATION FROM THE CHIEF ADMINISTRATIVE OFFICER

That the recommendation of the General Manager of Corporate and Community Services be endorsed.

RECOMMENDATION

That Council endorse the submission of two grant applications to the Union of B.C Municipalities' Community Emergency Preparedness Fund (CEMP), under the following funding streams to a maximum of \$25,000 per stream:

- Emergency Support Services
- Emergency Operations Centre and Training; and

That Council support the proposed activities in each grant application; and further

That Council supports the RMOW Emergency Program providing overall grant management for the successfully funding projects.

REFERENCES

Appendix "A" – Community Emergency Preparedness Fund - Emergency Operations Centre Capacity Building Project 2020 Grant Application

Appendix "B" – Community Emergency Preparedness Fund - Emergency Support Services Modernization Project 2020 Grant Application

PURPOSE OF REPORT

The purpose of this Report is to obtain Council's endorsement of two grant applications to the Union of British Columbia Municipalities (UBCM) Community Emergency Preparedness Fund (CEPF). The applications seek to fund two separate projects, the Emergency Operations Centre (EOC) Capacity Building Project 2020, and the Emergency Support Services (ESS) Modernization Project 2020. For the RMOW to be eligible for UBCM grant funding a Council Resolution indicating support for the grant applications and direction to provide overall grant management must be submitted with the applications.

DISCUSSION

UBCM is currently accepting grant applications to two CEPF funding streams. The grant applications found in Appendix A and Appendix B of this report, seek to fund two separate projects, the EOC Capacity Building Project 2020 and the ESS Modernization Project 2020.

1. Emergency Operations Centre Capacity Building Project 2020

The EOC Capacity Building Project will improve and enhance the communication and operating capabilities of the RMOW EOC. Firstly, the project will fund the relocation of an FM radio antenna to a higher elevation to allow the RMOW to broadcast emergency information to the public from the EOC using a local broadcasters' FM radio frequency. The purpose of acquiring access to this frequency is for use during an emergency where power has been lost and other local FM frequencies are off-line. Secondly, the project will fund the purchase of a Magnatag Visible System for the EOC. The Magnatag Visible System is a large wall unit comprised of six sliding panels with whiteboards to display critical emergency information and foster communication in the EOC.

2. Emergency Support Services Modernization Project 2020

Emergency Management British Columbia (EMBC) has recently announced a project aimed to modernize ESS in B.C. This modernization will allow ESS Canadian Red Cross Society volunteers to complete select registration and referral processes digitally. The ESS Modernization Project aims to purchase the digital equipment required to utilize this new technology. In addition, the grant application seeks funding to purchase an additional 100 cots to add to the RMOW emergency lodging inventory.

WHISTLER 2020 ANALYSIS

W2020 Strategy	TOWARD Descriptions of success that resolution moves us toward	Comments
Health and Social	The resort community is safe for both visitors and residents, and is prepared for potentially unavoidable emergency events	Enhancing the capacity of the RMOW EOC and ESS team and ensuring the RMOW has redundancies in place to share information with the public enhances the overall safety of residents and visitors in Whistler.
Finance	Resort community partners work together to identify shared spending priorities, share resources, and leverage funds and financing opportunities	The RMOW is continuously looking for opportunities to leverage provincial funding opportunities. If successful, this grant will fund required equipment at no cost to the RMOW.

BUDGET CONSIDERATIONS

If the grant applications are successful, the projects described above will be 100% grant funded. Staff time to administer the projects which will be funded through existing 2020 RMOW operating budgets.

COMMUNITY ENGAGEMENT AND CONSULTATION

The RMOW's plan to apply for grant funds to fund both projects was presented, in concept, at the October 2019 Emergency Planning Committee Meeting. The committee supported the grant applications as proposed.

SUMMARY

Staff asks Council to endorse the CEPF grant applications in support of the EOC Capacity Building Project 2020 and the ESS Modernization Project 2020 in an effort to enhance the capacity of the RMOW Emergency Program. A Council resolution indicating support for the grant applications, and direction to provide overall grant management must be submitted with the applications.

Respectfully submitted,

Erin Marriner
EMERGENCY PROGRAM COORDINATOR

for

Ted Battiston
GENERAL MANAGER OF CORPORATE AND COMMUNITY SERVICES

Community Emergency Preparedness Fund

Emergency Operations Centres & Training

2020 Application Form

Please complete and return the application form by March 13, 2020. All questions are required to be answered by typing directly in this form. If you have any questions, contact cepf@ubcm.ca or (250) 387-4470.

SECTION 1: Applicant Information	AP <i>(for administrative use only)</i>
Name of Local Government or First Nation: Resort Municipality of Whistler	Date of Application: 2/18/2020
Contact Person*: Erin Marriner	Position: Emergency Program Coordinator
Phone: 604-935-8473	E-mail: emarriner@whistler.ca

* Contact person must be an authorized representative of the applicant.

SECTION 2: For <u>Regional Projects Only</u>
<p>1. Identification of Partnering Applicants. For all regional projects, please list all of the partnering eligible applicants included in this application. Refer to Section 2 in the Program & Application Guide for eligibility.</p> <p>N/A</p>
<p>2. Rationale for Regional Projects. Please provide a rationale for submitting a regional application and describe how this approach will support cost-efficiencies in the total grant request.</p> <p>N/A</p>

SECTION 3: Project Summary
<p>3. Name of the Project:</p> <p>Emergency Operations Centre Capacity Building Project 2020</p>
<p>4. Project Cost & Grant Request:</p> <p>Total Project Cost: \$24,000.00 Total Grant Request: \$24,000.00</p> <p>Have you applied for, or received funding for, this project from other sources?</p>

No

5. Project Summary. Provide a summary of your project in 150 words or less.

The Emergency Operations Centre (EOC) Capacity Building Project will improve and enhance the communication and operating capabilities of the RMOW EOC. Firstly, the project will fund the relocation of an FM radio antenna to a higher elevation to allow the RMOW to broadcast emergency information to the public from the EOC using a local FM radio station. Secondly, the project will fund the purchase of a Magnatag Visible System display to display critical information in the EOC.

6. Emergency Plan. Describe the extent to which the proposed project will specifically support recommendations or requirements identified in the local Emergency Plan.

In 2019, the RMOW added a new Annex to the Comprehensive Emergency Management Plan (CEMP) - the Sea to Sky Multi-Modal Evacuation Plan. As part of the evacuation planning process, staff identified a significant gap in the ability to disseminate emergency information to the public. Specifically, the local FM radio stations identified in the CEMP/evacuation plan to broadcast emergency information rely on one radio tower; this radio tower is not equipped with back-up power. It is essential that emergency information can be broadcast to people during a mass evacuation. The proposed project involves relocating the antenna of a local FM frequency currently not in use to a location of higher elevation; this will enable the EOC to broadcast emergency information to the public directly from the EOC. The intent is that the EOC will broadcast emergency information only when local FM frequencies that traditionally share emergency information lose broadcasting capabilities. In a rare case, it may be used in large-scale emergencies when information is changing rapidly and it is fastest to share the information directly from the EOC. The radio base station will be stored in the EOC ready for use at anytime. This project directly supports the CEMP/evacuation plan by ensuring redundancies are in place to allow critical emergency information to be shared with the public.

Further, the RMOW CEMP identifies the RMOW Public Works Yard (PWY) as the primary municipal EOC. In 2019, the PWY underwent a small renovation to open and enhance the functionality of the EOC space. This renovation is complete, and the space is more-open and better-suited for an EOC, however it still lacks the necessary displays and equipment to function effectively. The purchase of the Magnatag Visible System will promote communication and collaboration in the EOC and lead to a more effective handling of the emergency.

SECTION 4: Detailed Project Information

7. Proposed Activities. What specific activities will be undertaken as part of the proposed project? Refer to Section 4 of the Program & Application Guide for eligibility.

The following activities will be undertaken as part of the proposed project:

Relocating the Antenna and Transmitter

In order to broaden the coverage of the FM frequency, the antenna and transmitter for the frequency must be relocated to a location of higher elevation.

Completion of a Coverage Analysis and Engineering Brief

Industry Canada requires a Coverage Analysis and Engineering Brief to be submitted prior to the relocation being approved.

Purchase of a Power Supply

The transmitter requires a very small amount of power - 10 watts. This will require the purchase of a small solar panel and battery pack.

Purchase of the Magnatag Visible System

The Magnatag Visible System is a wall sized display equipped with whiteboards, maps, and other required tools. The wall will be purchased and installed in the EOC.

- 8. Capacity Building.** Describe how the proposed project will increase emergency response capacity (i.e. having the physical resources and the skills to respond to emergencies) in your community.

Providing emergency information and calls for action to the public during large-scale emergencies is an extremely important part of response. People need verified information to take action. In the event that other methods of communication fail, the RMOW will have the capacity to broadcast pertinent information directly from the EOC to radios in vehicles, homes, and businesses.

The effective sharing of information is a key priority of the EOC. The Magnatag Visible System will be the central repository for EOC information and a collaborative space for decision-makers.

- 9. Emergency Support Services.** Describe the extent to which the proposed project will consider large scale emergency support services scenarios.

The main purpose of acquiring access to a local FM frequency is for use during a mass evacuation where power has been lost and other local FM frequencies are off-line. In a mass evacuation, Emergency Support Services (ESS) Reception Centres and Group Lodging Facilities will be in operation, and information will be broadcasted on the availability and locations of these facilities. All ESS sites will have a direct communication link with the EOC through the Combined Events Radio Channel. The EOC will be able to share their key messages with the public. Messaging may include facility locations, parking at facilities, pets, etc.

The Magnatag Visible System will be used to share all types of emergency information, including ESS availability, facility locations, requests for support, and other required information. There will be an ESS Director in the EOC that will have direct access to the wall.

- 10. Transferability.** Describe the extent to which the proposed project may offer transferable resources and supplies to other local governments and/or First Nations (i.e. trained staff and/or equipment that will be made available to other communities, training resources and exercise plans other communities will be invited to utilize, etc.).

The RMOW will gladly share our template for this project with other communities that wish to enhance their redundancies for public information sharing.

11. Partnerships. In addition to Question 1, if applicable, identify any partners you will collaborate with on the proposed project and specifically outline how you intend to work together.

Whistler FM, a local radio station, is the licensee of the FM frequency. When there is not a need to broadcast emergency information on the FM frequency, Whistler FM will use the frequency to broadcast local tourism and safety information - in the form of pre-recorded audio content. The frequency is specifically licensed as a Tourism Radio station through Industry Canada, and as such cannot broadcast musical selections, except as incidental background music. The Tourism Radio license limits advertising broadcasts to three minutes per hour. It is for this reason that the frequency has not been used in many years, as it is not profitable under the parameters of the Tourism Radio license. Whistler FM will provide the RMOW with access to the frequency when needed, as well as the radio base station, laptop, antenna infrastructure, and training for emergency broadcasting. The radio base station and laptop will live in the EOC.

12. Evaluation. How will the project be evaluated? How will performance measures and/or benchmarks be used to measure outcomes (i.e. tracking number of training events and exercises, external evaluators, etc.)?

The benchmarks used to measure outcomes of this project include:

- secured grant funding for the full amount of the project
- signed Memorandum of Understanding with Whistler FM outlining process and procedures for use of the FM frequency in an emergency
- successful installation of the FM radio base station and laptop in the EOC
- successful relocation of the antenna at a higher location
- a minimum of five EOC staff trained on the set-up and use of the FM radio station in the EOC
- successful installation of the Magnatag Visible System in the EOC
- delivery of the project on-budget

13. Progress to Date. If you received funding under the 2018 or 2019 Emergency Operations Centres & Training funding stream, please describe the progress you have made in increasing EOC capacity.

The RMOW significantly increased EOC capacity with the purchase of a digital repeater for the RMOW Combined Events Radio Channel using funds from the 2019 Emergency Operations Centres & Training funding stream. The repeater has been installed, and to date over 150 radios have been programmed to utilize this channel.

14. Additional Information. Please share any other information you think may help support your submission.

Increasing EOC capacity will lead to an improved emergency response with the potential for reducing injuries, fatalities, and the substantial cost of responding to emergencies. Much of the after-action reports staff have reviewed, stress the need for local governments to have redundancies in place for sharing public information. Often times in emergencies, power is lost and cell phones and internet fail leaving local governments without a method for sharing pertinent information.

SECTION 5: Required Application Materials

Only complete applications will be considered for funding. The following separate attachments are required to be submitted as part of the application:

- ☒ Local government Council or Board resolution, Band Council resolution or Treaty First Nation resolution, indicating support for the current proposed activities and willingness to provide overall grant management.
- ☒ Detailed budget for each component identified in the application. This must clearly identify the CEPF funding request, applicant contribution, and/or other grant funding.
- ☐ For regional projects only: local government Council or Board resolution, Band Council resolution or Treaty First Nation resolution from each partnering applicant that clearly states their approval for the primary applicant to apply for, receive and manage the grant funding on their behalf.

SECTION 6: Signature

I certify that: (1) to the best of my knowledge, all information is accurate and (2) the area covered by the proposed project is within our local authority's jurisdiction (or appropriate approvals are in place).

Name: Erin Marriner

Title: Emergency Program Coordinator

Signature: Signed copy on file.

Date: 2/21/2020

An electronic or original signature is required.

Submit applications to Local Government Program Services, Union of BC Municipalities

E-mail: cepf@ubcm.ca

Mail: 525 Government Street, Victoria, BC, V8V 0A8

Emergency Operations Centre Capacity Building Project Budget

<u>Item</u>	<u>Cost</u>
Coverage Analysis and Engineering Brief	\$8,500 (incl. PST)
Re-location and Installation of Antenna & Transmitter	\$2,500 (incl. PST)
Purchase of Solar Panel and Battery Pack	\$1,000 (incl. PST)
Magnatag Visible System Wall	\$13,000 (including shipping and handling, US exchange rate conversion, and applicable taxes)
Total	\$24,000

Community Emergency Preparedness Fund Emergency Support Services 2020 Application Form

Please complete and return the application form by February 14, 2020. All questions are required to be answered by typing directly in this form. If you have any questions, contact cepf@ubcm.ca or (250) 387-4470.

SECTION 1: Applicant Information	AP <i>(for administrative use only)</i>
Name of Local Government or First Nation: Resort Municipality Of Whistler	Date of Application: 01/30/20
Contact Person*: Ryan Donohue	Position: Emergency Support Services
Phone: (604) 935-8473	E-mail: rdonohue@whistler.ca

* Contact person must be an authorized representative of the applicant.

SECTION 2: For <u>Regional Projects Only</u>
<p>1. Identification of Partnering Applicants. For all regional projects, please list all of the partnering eligible applicants included in this application. Refer to Section 2 in the Program & Application Guide for eligibility.</p> <p>N/A</p>
<p>2. Rationale for Regional Projects. Please provide a rationale for submitting a regional application and describe how this approach will support cost-efficiencies in the total grant request.</p> <p>N/A</p>

SECTION 3: Project Summary
<p>3. Name of the Project:</p> <p>ESS Modernization</p>
<p>4. Project Cost & Grant Request:</p> <p>Total Project Cost: \$20,575.00 Total Grant Request: \$20,575</p> <p>Have you applied for or received funding for this project from other sources?</p> <p>No</p>

5. Project Summary. Provide a summary of your project in 150 words or less.

The RMOW is proposing to acquire tablets, Wi-fi smart hub(cellular and satellite)for connectivity in remote areas and a power station that will back up power for team tablets and phones. In addition it will acquire items that will support this acquisition of technology to ensure that it is mobile, accessible and protected against the elements in any environment.

6. Emergency Plan. Describe the extent to which the proposed project will specifically support recommendations or requirements identified in the local Emergency Plan.

The RMOW Comprehensive Emergency Management Plan identifies several emergency support and preparedness services. The Emergency Support Services team is responsible for providing short term assistance for evacuees who are displaced from their homes during an emergency. Section 5.2 of the CEMP outlines this responsibility in accordance with the legislation under the current EPA section 6 (1) stating that a local authority is responsible for the direction of an emergency response if it falls within their mandate.

Emergency Support Services requires the RMOW to provide services including reception centres and group lodging facilities to evacuees. In order to meet the requirements of the ESS Modernization project, the RMOW will need to provide additional resources to be able to accommodate the processing of ESS registration of evacuees online. This project will endeavour to provide the technological requirements to meet those needs.

SECTION 4: Detailed Project Information

7. Proposed Activities. What specific activities will be undertaken as part of the proposed project? Refer to Section 4 of the Program & Application Guide for eligibility.

The RMOW will purchase 12 tablets with key boards to facilitate online registration services through ESS. It will also purchase a Wi-fi smart hubs (4 cellular 1 satellite) to provide internet access remotely when no networks or cell coverage is available. This will allow for greater portability and can be incorporated into existing teams response kits as well as the ESS Response trailer. Each tablet will require a waterproof cover to be used in inclement weather as well as a secure rolling case. A portable power unit will also be purchased to supply power to tablets, phones and accessories onsite or when power is not available. In addition, a pop up canopy tent for protection if evacuees must be registered on site as well as a Wi-fi portable printer to ensure tablets can be used in ad hoc reception centres or mass care facilities. We would also like to acquire 2 tablet kiosks for information updates on our website and through our mass notification tool Whistler Alert. These would provide easy access to the most updated information at both our reception and group lodging facilities.

8. Modernization of local ESS programs. How will the proposed activities support the modernization of the local ESS program?

This project will allow ESS volunteers access to tablets and Wi-fi enabling them to register evacuees through the new online registration system.

9. Capacity Building. Describe how the proposed project will increase emergency response capacity (i.e. having the physical resources and the skills to respond to emergencies) in your community.

This project will increase emergency response capacity by giving ESS volunteers the ability to work remotely and process evacuees at site level if necessary. This will speed up the registration process and give the volunteers more resources to provide greater service to the evacuees. It will also provide redundancies to our current process giving volunteers more tools to efficiently respond to each emergency.

10. Transferability. Describe the extent to which the proposed project may offer transferable resources and supplies to other local governments and/or First Nations (i.e. ESS volunteers, training resources, cots, blankets, etc.).

The ability to be self-sufficient with resources that are portable is essential for our ESS teams in the Sea to Sky Corridor. This project will allow our team to be deployed to assist other communities as it will provide them with the core resources to support a response through the proposed ESS modernization initiatives.

11. Partnerships. In addition to Question 1, if applicable, identify any partners you will collaborate with on the proposed project and specifically outline how you intend to work together.

We will collaborate with the Canadian Red Cross to ensure that the proposed technology upgrades will align with their systems should we see large scale responses that require additional support through the CRC.

12. Evaluation. How will the project be evaluated? How will performance measures and/or benchmarks be used to measure outcomes? (i.e. tracking the number of training events and recruitments, external evaluators, etc.)

The project will be evaluated on how many team members complete our reception centre and group lodging exercises for 2020 using this new technology. In 2020, we are dedicating 4 monthly training sessions (2 reception centre- 2 group lodging) that will incorporate using this technology in multiple locations. These exercises will test accessibility challenges, gaps in resources and the general user competency with technology.

13. Progress to Date. If you received funding under the 2017 or 2018 Emergency Social Services funding stream, please describe the progress you have made in increasing ESS capacity.

Since 2017 we have been working on increasing resilience and building ESS capacity. Through previous grants we have doubled our supply of cots, created a disaster response trailer capable of providing reception centre and group lodging services, and provided radio communications for our team in the field. With these resources we have greatly reduced of set up times and made resources deployable for a small scale response. This has provided greater access and familiarity with processes as well as actively engaged our team, ultimately increasing capacity to respond to emergencies and provide ESS support.

14. Additional Information. Please share any other information you think may help support your submission.

The ESS team is excited to transition to the new initiatives proposed in the ESS modernization project. This project will support them and provide the resources necessary to ensure an efficient response.

SECTION 5: Required Application Materials

Only complete applications will be considered for funding. The following separate attachments are required to be submitted as part of the application:

- ☒ Local government Council or Board resolution, Band Council resolution or Treaty First Nation resolution, indicating support for the current proposed activities and willingness to provide overall grant management.
- ☐ Detailed budget for each component identified in the application. This must clearly identify the CEPF funding request, applicant contribution, and/or other grant funding.
- ☐ For regional projects only: local government Council or Board resolution, Band Council resolution or Treaty First Nation resolution from each partnering applicant that clearly states their approval for the primary applicant to apply for, receive and manage the grant funding on their behalf.

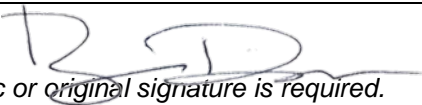
SECTION 6: Signature

I certify that: (1) to the best of my knowledge, all information is accurate and (2) the area covered by the proposed project is within our local authority's jurisdiction (or appropriate approvals are in place).

Name: Ryan Donohue

Title: ESS Coordinator

Signature:



An electronic or original signature is required.

Date: 02/06/20

Submit applications to Local Government Program Services, Union of BC Municipalities

E-mail: cepf@ubcm.ca

Mail: 525 Government Street, Victoria, BC, V8V 0A8

2020 -UBCM ESS Funding Budget

Item	Quantity	Unit Cost	Cost
Satellite Wi-fi Hub	1	1300	1300
IPAD 10.2	12	615	7380
Smart Keyboard	12	245	2940
Goal Zero Lithium Yeti 1400 Mi-fi	1	2720	2720
Cellular Hot spots	4	200	800
Pelican secure storage	1	650	650
Waterproof Cases	10	165	1650
10x10 Instant Tent	1	1500	1500
Wi-fi enabled Laser Printer	1	485	485
IPAD anti theft kiosk	2	575	1150
			20575