



Re: EX12.2o

## Office of Emergency Management

# Service Level Review

---

Committee Development and Recreation  
Committee Presentation  
June 24, 2015

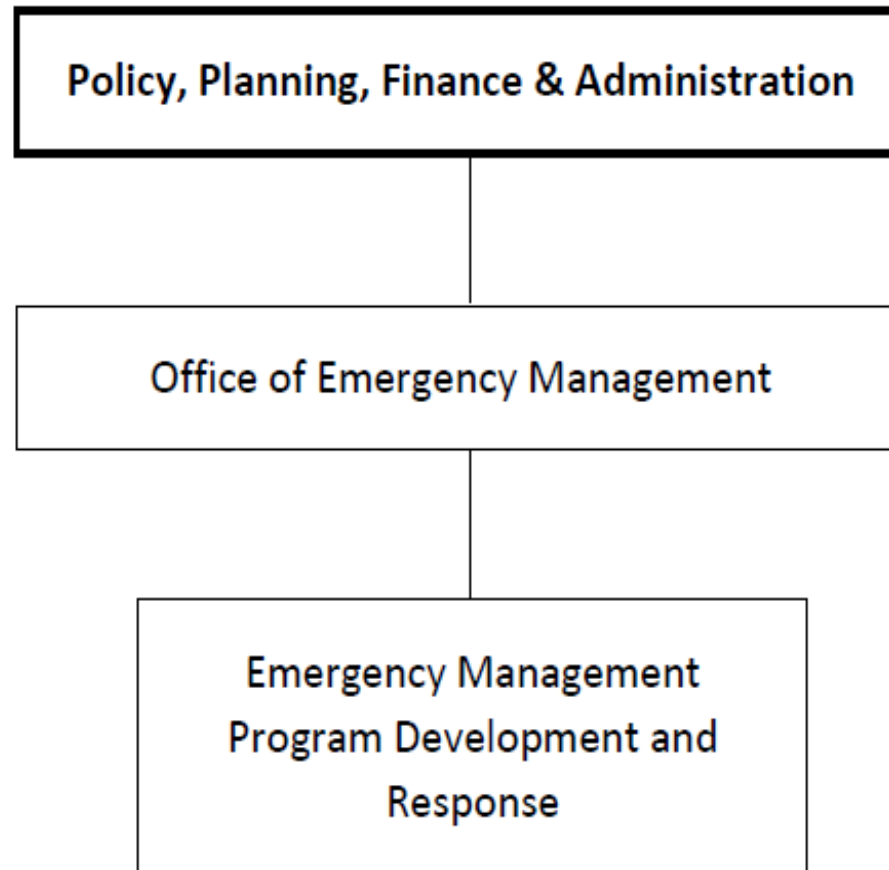


# Overview

---

- Recommended Service Levels by Program
  - Program Map
  - Program Mission
  - Program Services
  - Service Levels and Service Performance
  - Service Challenges and Opportunities

# Office of Emergency Management 2015 Program Map



# Program Mission

To reduce the risk to the community and build resiliency by coordinating and integrating activities necessary to mitigate against, prepare for, respond to, and recover from threatened or actual natural, technological and/or human induced risks and emergencies.

## Strategic Direction

- Lead the City's Emergency Management Program, strengthening City's Ability to Prepare, Respond & Recover from Major Emergencies
- Enhance Strategic Leadership both Vertically & Horizontally throughout the City's Management Structure through Training, Exercises, the Business Continuity Program and Special Event planning
- Increase Horizontal Collaboration & Integration of Services & Programs through Community Engagement, 24/7 Emergency Standby, Maintaining the Emergency Operations Centre in a state of Operational Readiness and Providing Emergency Social Services to Affected Residents
- Ensure Legislative/Administrative Program Balance & Remain Adaptable, Flexible & Innovative in Program Execution

# Program Services

- 18 Full time equivalent staff located at 703 Don Mills Road
- Governance
  - *Emergency Management and Civil Protection Act; and*
  - *Municipal Code Chapter 59 Emergency Management*
- Program Services
  - 24/7 Emergency Standby Response
  - Emergency Operations Centre Readiness
  - Training and Exercises
  - Hazard Identification and Risk Assessment & Critical Infrastructure
  - Emergency Plan, Emergency Support Functions and Risk Specific Plans  
(e.g. power outages, floods, nuclear)

# Program Services

- Emergency Social Services Planning & Response for Curb Side Assistance and Reception Centre Management
- Public Education and Awareness on Personal Emergency Preparedness
- City-wide Business Continuity Planning
- Special Event Planning

## 2015 to date:

- Emergency Operations Centre activated once
- Office of Emergency Management Standby Coordinator activated 21 times including 6 Emergency Social Services Responses
- Issued 9,894 personal preparedness pamphlets to the public, City Divisions and Civic Centres across Toronto
- Issued 264 provincial emergency management training certificates

# Service Levels and Service Performance

Program Requirements	2012	2013	2014	2015 Proposed
Requirements under the <i>Emergency Management and Civil Protection Act</i>	100% Compliance	100% Compliance	100% Compliance	100% Compliance
Requirements under <i>Municipal Code Chapter 59: Emergency Management</i>	100% Compliance	100% Compliance	100% Compliance	100% Compliance
24/7 Standby Response to Calls within 15 minutes of initiation	100%	100%	100%	100%
Emergency Operations Centre	24/7 Operationally Ready Business Hours: Staff EOC in 15 minutes After Hours: Staff EOC in 2 hours	24/7 Operationally Ready Business Hours: Staff EOC in 15 minutes After Hours: Staff EOC in 2 hours	24/7 Operationally Ready Business Hours: Staff EOC in 15 minutes After Hours: Staff EOC in 2 hours	24/7 Operationally Ready Business Hours: Staff EOC in 15 minutes After Hours: Staff EOC in 2 hours

# Service Levels and Service Performance

Customer Service	2012	2013	2014	2015 Proposed
Acknowledge phone requests in 1 business day and respond within 3 business days, 90% of the time	N/A	100%	99%	100%
Acknowledge email requests in 1 business day and respond within 3 business days, 90% of the time	N/A	99%	97%	100%
Acknowledge all print material requests in 1 business day and respond within 3 business days, 90% of the time	N/A	100%	100%	100%

# Service Levels and Service Performance

<b>Training and Exercises</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015 Proposed</b>
Achieve 80% Training Participant Satisfaction	94%	94%	93%	80%
Achieve 80% Exercise Participant Satisfaction	80%	80%	80%	80%
Number of Provincial Training Certificates Achieved	234	298	264	250

# Service Challenges & Opportunities

## ■ Challenges

- ✓ Responding to various emergencies including extreme winter and summer storms, flooding, power failures, health emergencies, hazardous material spills and accidents
- ✓ Improving outreach to vulnerable segments of the population through community engagement and public education on the importance of personal emergency preparedness

## ■ Opportunities

- ✓ The Emergency Operations Centre serves as the established and recognized point of authority for coordinated management of resources, personnel and incident information during emergencies



# Service Challenges and Opportunities:

---

## ■ Opportunities

- ✓ Implementing emergency management software and training for use in the Emergency Operations Centre by City staff
- ✓ Increasing training for City staff and partners in emergency reception centres



**Thank You**

