

Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

April 27, 2020 at 3:45 p.m.

Members' Lounge, Toronto City Hall, 100 Queen St. W

Good afternoon.

All aspects of EOC operations are continuing and our teams are doing an extraordinary job of ensuring that critical and essential city services are being provided without interruption.

Our personal protective equipment levels continue to remain stable and all aspects of PPE are being managed effectively. I am very pleased to report that our comprehensive, city-wide PPE management portal and dashboard is now live and in service within the EOC.

This is a powerful tool that has been built, in-house by our Technology Services team, in direct response to our needs during the COVID-19 pandemic. In addition to providing live-time PPE inventory tracking across the city, this tool also provides a number of predictive analytics tools that are enabling accurate and timely calculations of future PPE needs.

Also, as you know, our 3-1-1 team continues to play a key role in continuing to deliver critical City services.

Over the course of the weekend, 3,427 calls were received and processed by our 3-1-1 team:

- 2,081 on Saturday; and
- 1,346 on Sunday.

Our service performance target in 3-1-1 is to answer incoming calls within 75 seconds or less.

The average length of time that was required in order for our 3-1-1 personnel to answer incoming calls was:

- 76 seconds on Saturday; and
- 53 seconds on Sunday.

This weekend, the majority of incoming 3-1-1 calls were for services related to wildlife-related concerns, solid waste collection questions and numerous questions relating to various city services during COVID-19. Approximately 23% of this weekend's 3-1-1 calls were related to concerns about physical distancing.

These were from residents who expressed concerns about large gatherings of people and house parties, as well as in response to a reported lack of physical distancing in essential retail stores, on trails and walkways and in City parks. Complaints that are received by 3-1-1 are processed and assigned directly to the appropriate agency for response and action.

The response to these complaints, and the actions taken as a result, are at the discretion of the applicable enforcement agency based on the situation at hand. Specific enforcement activity is not directed nor prescribed by the EOC nor the City's COVID-19 Strategic Command Team.

Over the course of the weekend:

- 5 tickets were issued relating to the operation of non-essential businesses;
- 31 tickets were issued relating to illegal activities in City parks; and
- 7 tickets were issued relating to large gatherings of people

In closing, I encourage everyone to make [Toronto.ca/COVID-19](https://toronto.ca/COVID-19) your first source of information relating to city services.

There is a wealth of information available on the site, along with answers to many frequently asked questions.

Thank you.

END