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CENTRAL COAST REGIONAL DISTRICT

DATE: December 8, 2017
TO: Courtney Kirk, CAO
CC: Board of Directors
FROM: Wendy Kingsley, Administrative Assistant, ESS Director Designate
SUBJECT: After Action Review – Emergency Social Services
December 6, 2017 – Prince George – City Hall

Summary:

Along with EMBC staff, there were approximately 40 attendees, some of whom were from the smaller RD's, 100 Mile house. The majority were from the Prince George Operations Centre which included PG staff and Fire and Rescue 1st responders. There were also representative from Red Cross, Salvation Army. A copy of the Power Point Presentation is attached which was presented by Kulpreet Munde (Ministry of Public Safety and Solicitor General)

Mass Care Concept of Operations and ESS Modernization Project

See key points on page 4 of the presentation attached.

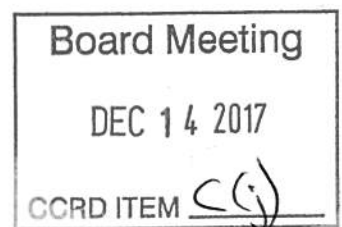
Overview of Summer Events in the Region/Province

This included many statistic, all of which were the highest ever encountered in any previous emergencies/fire season in the past and the number of ESS registrants. Details on pages 5-11 of presentation attached.

The following topics were discussed in detail that mostly centered around the Prince George ESS with some of the smaller RD's giving their input when relevant.

Topic One: Resources

- Obtaining cots and blankets
- ESS Branch Staffing
- Volunteers (including deployments)
- Forms
- Training



There was much discussion with emphasis on storage, distribution, cultural sensitivity around blankets etc.

Topic Two: Open Discussion

- Volunteers are not paid.
- Fraud
- Importance of keeping a manifesto of all bus passengers. Still one person not accounted for.

Topic Three: Communications

- Methods
- Information requested
- Information received

Lessons learned:

- Social Media and countering negative comments, communications officer needed from day one.
- Cell phone #'s given out making it difficult for responders having to field unnecessary calls
- Politicians must go through EOC first, no behind the scenes actions.
- Educate suppliers re referral forms
- The use of Share Point, eliminates having to keep email addresses up to date and is a central location for information. Levels of security can be set so that sensitive information is only accessible to those approved.

EMBC will be focusing on ESS Core training being developed to address First Nations and cultural sensitivity, and to address engagement and strengthening relationships.

Respectfully submitted
Wendy Kingsley
ESS Director designate




BRITISH
COLUMBIA



Emergency Social Services After Action Review 2017 Freshet and Wildfire





0900 – 0930	Welcome Housekeeping and Overview of the review process Introduction of participants
0930 – 0945	Overview of ESS Modernization project & Mass Care Concept of Operations
0945 – 1000	Overview of Summer Events in the Region/Province
1000 – 1015	Break
1015 – 1200	Topic One: Resources (obtaining cots, blankets, staff, volunteers (including deployment), forms, training etc...)
1200 – 1230	Lunch
1230 – 1400	Topic Two: Open discussion
1400 – 1415	Break
1415 – 1515	Topic Three: Communications (between all response levels)
1515 – 1530	Wrap Up



- Welcome
- Housekeeping and Overview of the review process

2017 Freshet and Wildfire Review Framework has four components:

Tier 1	Internal debriefs
Tier 2	Provincial cross-ministry response review
Tier 3	Province and partners response review
Tier 4	Provincial-level strategic review

- Introduction of participants



BRITISH
COLUMBIA

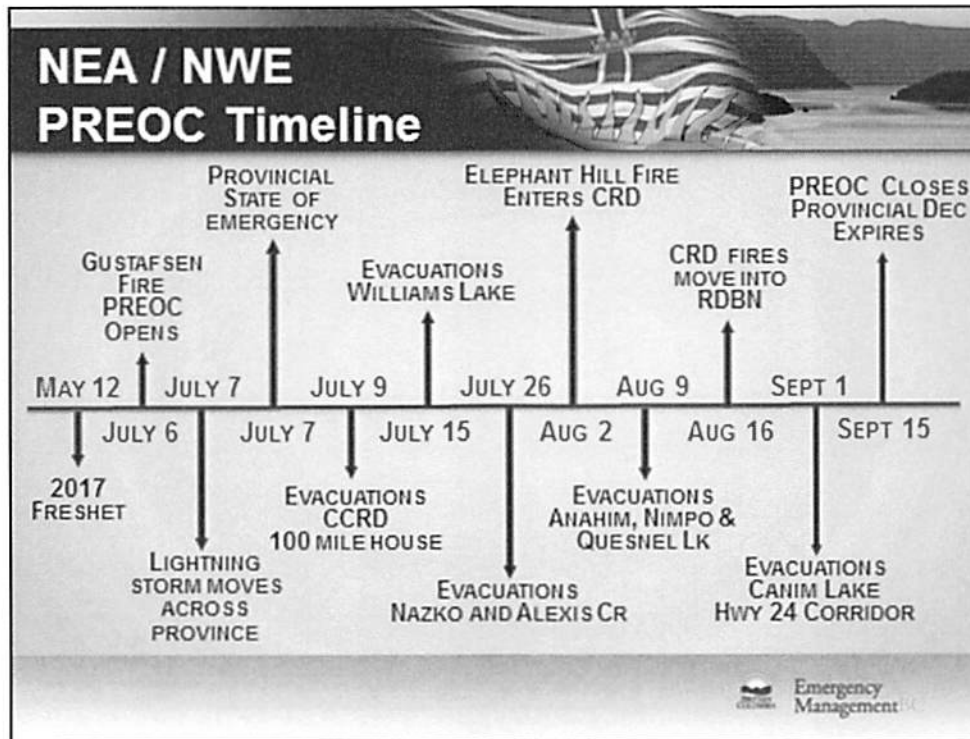


Mass Care Concept of Operations

- Currently in draft form
- Workshops planned for Local Authority engagement
 - After workshops feedback will be used to create new response structure (ICS)
- The new structure will be socialised within the province
- Training will be developed to support new structure of Mass Care

ESS Modernization Project

- Three phases
- Currently in phase two:
 - One on one calls and survey for informing what works and what needs to change
 - Research in payment modality
- Phase three is testing and rollout which includes training



Fire Ignitions

PREOC Opens - 1st CRD Sole, 3 Orders / 1 Alert July 6

Summer lightening storm moves across the province July 7, Provincial Prov Dec established.

CCRD Evac - Precipice Area – 48 days, July 9

100 Mile House - Out for 14 days – July 9 – 22 (Gustafson Fire Human caused)

WILLIAMS LAKE EVAC - Out for 11 days – July 15 - 27

Nazko and Alexis Creek Evac - July 26

Anahim & Nimpo, Quesnel Lake Fire and Evacs – Aug 9

RDBN Evacuation (Finger Tatuk) – Aug. 11

CRD FIRES INTO RDBN: Titetown, Ootsa, Entiako – Aug. 16

KLEENA KLEENE / KLUSKUS - AUG 23

Provincial SOLE Expires – Sept 15 with Alerts and 1 SOLE still in place

Fires still burning

Last Sit Rep – September 20th.

81 days activated in 2017 (4 for Freshet, 77 for Wildfire)

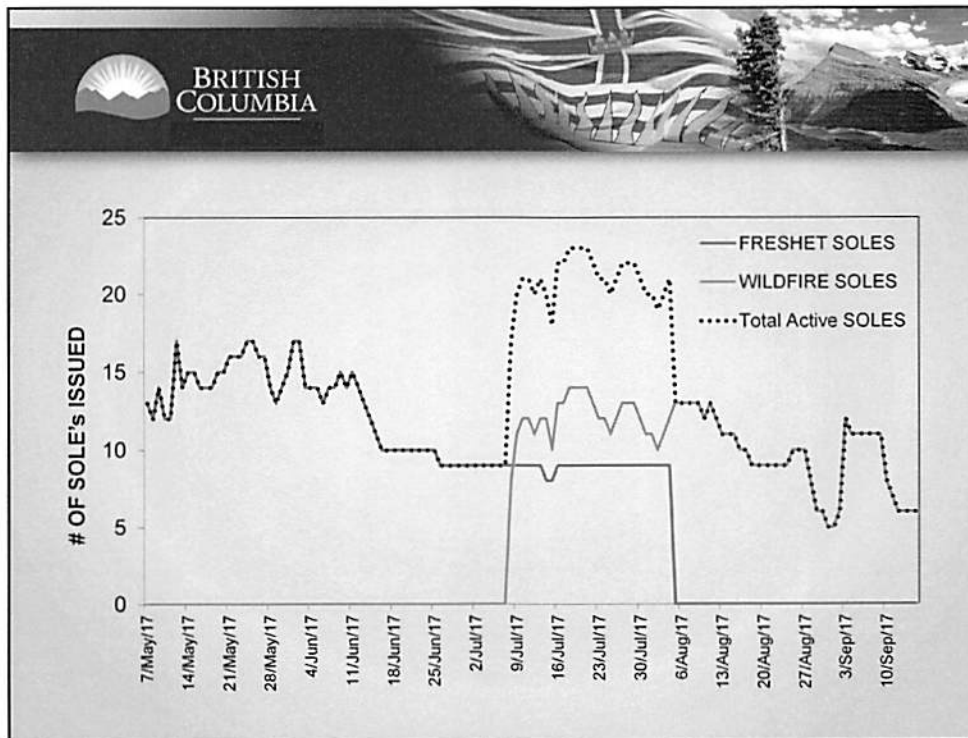


PROVINCIAL

- 1.2 Million HA burned provincially
- 1323 Fires
- \$558 Million as of October
- ~65,000 people displaced
- *229 homes, 273 other structures*

NEA/NWE REGIONAL

- over 909,294 of those in our region
- 706 fires
- Structures lost were 60 homes, 167 other
- Early on in the event NEA & NWE PREOCs co-located as there would not have been enough resources in Terrace to populate a second PREOC.



PROVINCIAL

Starting on April 27, 2017 the Central PREOC activated in support of freshet events in the BC Southern Interior. As you can see by the chart, freshet season overlapped with wildfire season.

The combination of these SOLEs required extensive provincial coordination and when events significantly escalated in early July, the Province made the decision to declare a provincial state of emergency in order to allow access to extraordinary powers to expedite the location, acquisition and movement of resources in order to support local authorities.

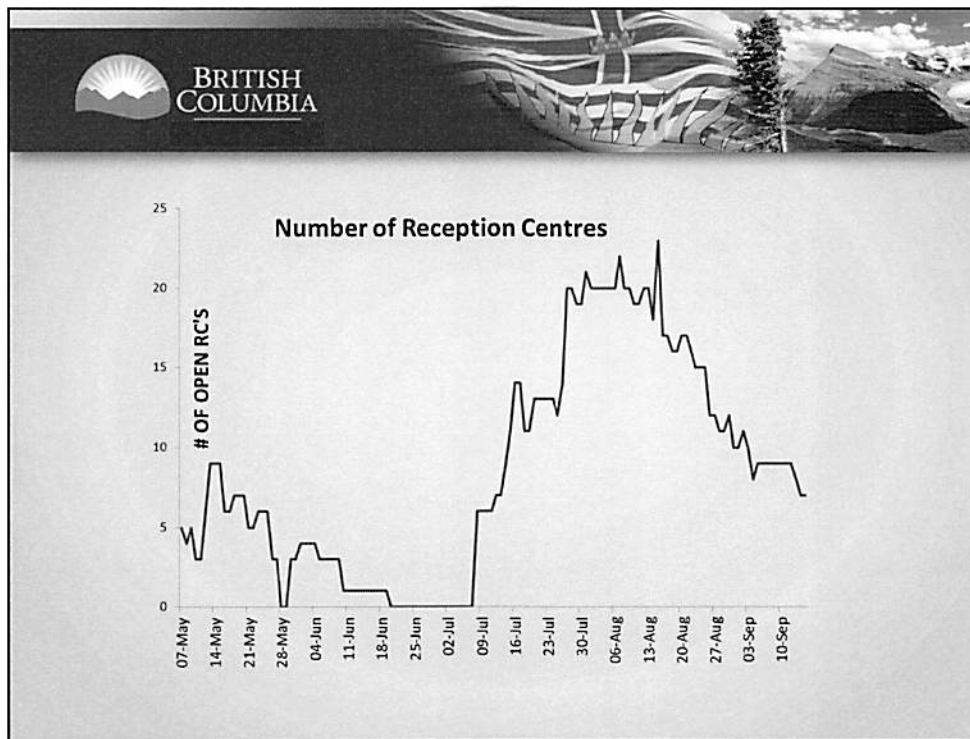
This activation length is important to note as local authority, regional and provincial operations centres faced staffing and sustainability challenges with such an extended period of time between Freshet and Wildfire.

In order to have the necessary powers to fight the wildfires and protect residents and their communities, the Province declared a state of emergency on July 7 in response to the raging wildfires. This was the first such declaration since the

2003 Kelowna wildfires. The state of emergency was extended four times (July 19, August 4, August 18, and September 1) so that it remained in place through to midnight September 15, 2017, at which time it lapsed and was no longer in effect.

REGIONAL

6 SOLES (17 extension), 78 Evac Orders, 80 Evac Alerts, 28 BCR



PROVINCIAL

Provincial stat Flooding – 7 Reception Centres. No GL. Approx. 2500 people were provided ESS

Fire – 28 Reception Centres, 8 Group Lodging about 62k people were provided ESS.

Emergency Social Services was a considerable effort that involved many stakeholders including provincial government, First Nations, local authorities and NGO’s – an many volunteers that deserve recognition for long hours and hard work. E.g. the Salvation Army provided over 50,000 meals.

Soon after the provincial state of emergency was declared, government provided \$100 million in funding to the Canadian Red Cross to help provide relief for those affected. As of September 25, almost 55,000 individuals have registered with the Red Cross and over \$27.5 million in financial support have been provided to these households with the remainder to fund a series of programs to support communities affected.

It’s important to note that the actual number of evacuees is higher – this number only represents those who registered.


EMBC established an ESS unit and call centre (received approximately 5000 calls) and coordinated almost 200 individual ESS deployments across the province to support local authorities.

Some key challenges:

- Staffing PREOCs/PECC ESS Branches.
- Tracking ESS statistics across the regions including evacuees registered and opening and closing hours of RCs.
- *Goespacial mapping was created to identify addresses within order and alert areas , reducing workload on inquiries from all areas in the province, the provincial call centre, other EOC's outside of NEA/NWE.*
- Public messaging – ensuring clarity between ESS and other supporting organizations, like Canada Red Cross.
- Communications – establishing common operating picture and consistency across all PREOCs and site level.
- Capacity of host communities
- Deployment of volunteers across Province in support of RC/GL.

- EMBC has an ESS modernization project underway to improve the ESS service delivery model. Currently a consultant is interviewing ESS communities to understand their current challenges and understand what does work and can be retained in the model. Testing and development of the new method will begin in the new year.

- **REGIONAL**
 - 10 Reception Centre / Group Lodging (6 RC's, 4 GL)
 - 15,745 homes evacuated (29,754 received ESS)



Personnel

- Over 1700 staff to EOCs, PREOCs, PECC
- Hired over 150 personnel
- OFC coordinated deployment of 90 FDs
- Legacies:
 - Local Government to Local Government Staff Support Strategy
 - Personnel Management Framework
 - Formalized agreements
 - Donations Management Framework

PROVINCIAL

The PECC and the Central Region PREOC operated at Level 3 for over four months, placing extraordinary demands on staff for both response and Emergency Social Services (ESS). The other affected PREOCs were not far behind in terms of length of time at Level 3. The PECC and PREOCs reduced their activation level to Level 2 on September 16, 2017. The South West PREOC was partially activated to support the delivery of ESS to evacuees.

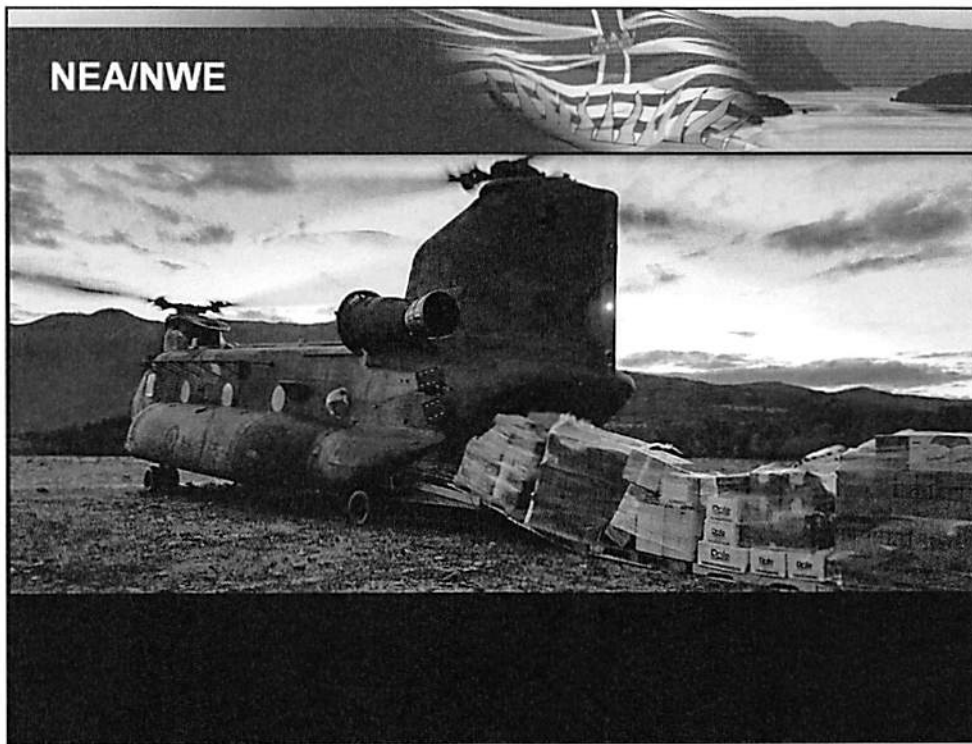
- For logistics, the biggest challenge was finding trained personnel to staff and backfill EOCs for such a long duration event (Freshet and Fire)
- EMBC identified, located and moved over 1700 people to EOCs across the province, including local authority, PREOCs and the PECC
- EMBC also hired over 150 personnel to staff various roles in PREOC and PECC
- The OFC coordinated the deployment of 90 fire departments to assist with wildfire suppression efforts across the province. In addition, 41 SPUs were deployed for protection of structures – including type 1 SPUs sponsored by UBCM.
- Several logistics legacy pieces were created during this wildfire event:
 - Local Gov't deployment policy was created to expedite the movement of

staff between local authorities to assist in their activations

- Personnel Management Framework: currently under development that considers recruitment and retention to promote sustainability & surge
- Looking to formalize staffing agreements with a number of stakeholders that have staff trained in emergency management, including post-secondary institutions
- Donations Mgt Framework will establish best practices of coordinating donated goods, services and volunteers for significant emergency events.

REGIONAL

191 people worked in PREOC, 55 on highest day



Food for thought....

Food Drop to Nemiah Valley and Redstone.

Consider guidelines to include options to evacuating and supplying food and accommodation vouchers. (last year food, generator, and fuel)



ESS Call Centre

- Approx. total 4500...and counting
- Most calls in a day: approx. 270
- Between 15th July and 4th September
 - 99 Shifts
 - 794 Hours
- Call Centre still receiving calls
 - Most questions regarding when payments will be processed



Topic One:

- Resources
 - Obtaining cots and blankets
 - ESS Branch Staffing
 - Volunteers (including deployments)
 - Forms
 - Training

What went well? (also consider this question in supporting First Nations)

What didn't work? (also consider this question in supporting First Nations)

How would you improve it?



Topic Two:

- Open Discussions
 - What do you want to discuss?

What went well? (also consider this question in supporting First Nations)

What didn't work? (also consider this question in supporting First Nations)

How would you improve it?



Topic Three:

- Communication
 - Methods
 - Information requested
 - Information received

What went well? (also consider this question in supporting First Nations)

What didn't work? (also consider this question in supporting First Nations)

How would you improve it?



Emergency ManagementBC

Thank you

**Kulpreet Munde: kulpreet.munde@gov.bc.ca
Ministry of Public Safety and Solicitor General**



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**CENTRAL COAST REGIONAL DISTRICT
OPERATIONS DEPARTMENT
DECEMBER 2017
TRANSPORTATION REPORT**

TO: Courtney Kirk, CAO
CC: Board Chair Alison Sayers and Board Members
DATE: December 8, 2017
FROM: Ken McIlwain, Operations Manager
SUBJECT: Transportation Monthly Report

Board Meeting
DEC 14 2017
CCRD ITEM C(K)

RECOMMENDATIONS:

1. THAT the December 2017 Transportation Report be received.
-

**TRANSPORTATION
DECEMBER 2017 HIGHLIGHTS**

1. The 2017 obstacle removal project at the Bella Coola Airport is changing focus to burning operations to try and deal with as much of the woody debris as possible on the west end.



Photo 1: Pile burning on north side of airport. Dry smaller material with good coniferous content is burning well.



Photo 2: Crews have started multiple fires using diesel drip torches and a gas powered leaf blower to help with draft. An excavator is present to tend the fires.

2. Airport Project Manager David Flegel and the CCRD Operations Manager accompanied Todd Hubner from the Ministry of Transportation on a tour of the Bella Coola Airport. Mr. Hubner was shown the large quantity of work that went into moving the 880 meter long gravel berm and the poor condition of the existing dike. Follow-up meetings were had with Mr. Hubner to discuss further obstacle removal objectives and strategies to access additional funding.

The CCRD remains optimistic about accessing additional funding through the BC Air Access Program in 2018 in order to continue with obstacle removal.

3. CCRD succeeded in purchasing a 2002 Dodge Ram 3500 dually flatdeck 5.9 L Cummins Diesel to be used as an airport winter maintenance vehicle. A Western plow, lightbar, rear deck lights and a back-up camera were purchased from and installed by Interior Offroad in Prince George. A Western ProFlo 900 sand/salt tailgate style spreading unit was purchased from and installed by Matthews Contracting. The truck will be used for urea application for

runway deicing and snow removal. The first application of urea was made December 4 and the unit performed well.

4. **Denny Island Airport:**

Please see Denny Island Airport Commission Minutes.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Ken McIlwain". The signature is stylized with a large, sweeping flourish at the end.

Ken McIlwain, RPF
Operations Manager

CENTRAL COAST REGIONAL DISTRICT

BYLAW NO. 477, 2017

CCRD BOARD REMUNERATION AND EXPENSES BYLAW

Being a bylaw to establish remuneration and provide for reimbursement of expenses for the CCRD board of directors.

WHEREAS the Board of Directors of the Central Coast Regional District is authorised by to provide for the payment of remuneration and expenses to the Board associated with carrying out regional district business, provided such remuneration is consistent with the annual financial plan;

AND WHEREAS the board of directors has deemed it necessary to update the rate structure and expenses allowed from time to time;

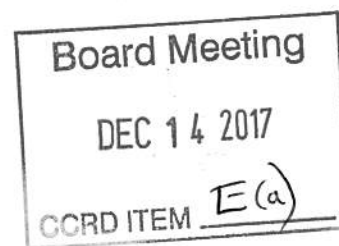
NOW THEREFORE, the board of directors for the Central Coast Regional District, in open meeting assembled, enacts as follows:

1. Bylaw 442 cited as the "CCRD Remuneration and Expenses Bylaw No. 442, 2014" is hereby repealed.
2. Remuneration shall be paid and expenses reimbursed to members of the Regional Board consistent with Schedule 'A' attached hereto and forming part of this bylaw;
3. This bylaw may be cited as "CCRD Board Remuneration and Expenses Bylaw No. 477, 2017".

READ A FIRST and SECOND time this 12th day of October, 2017.

READ A THIRD time this 9th day of November, 2017

ADOPTED this 14th day of December, 2017



Chair

Corporate Administrator

"Certified a true copy of Bylaw No. 477, 2017 cited as the "CCRD Board Remuneration and Expenses Bylaw No. 477, 2017" as adopted on _____."

Corporate Administrator

CENTRAL COAST REGIONAL DISTRICT

BYLAW NO. 477
CCRD BOARD REMUNERATION AND EXPENSES BYLAW
SCHEDULE 'A'

1. **BOARD MEMBER REMUNERATION:**

- a) Monthly Allowance: Chair..... \$600
CCRHD Chair \$75
- b) Board Meeting Stipend: Vice Chair (when acting as Chair)..... \$450
Director (or alternate director)..... \$400
- c) Local Work Assignments for which a prior consensus of the Board has been reached:

Per hour..... \$36

It is the responsibility of individual directors to report local work assignments to the Chief Administrative Officer for reporting to the board of directors.

- d) Attendance at Conventions (AVICC, UBCM, etc): Per Day..... \$250
(for which a prior consensus of the Board has been reached)
- e) Out of Town Representation: Per Day..... \$250
- f) Travel for Out of Town Representation: Per Half Day..... \$125
Per Full Day..... \$250

2. **REIMBURSEMENT FOR EXPENSES:**

- a) All reasonable expenses incurred for travel and accommodation shall be reimbursed as per receipts submitted. Prior arrangements may be made to have registration fees, air travel and/or accommodation expenses paid directly by the regional district, in which case no reimbursement shall be made to the director.
- b) A Director who utilizes non-commercial facilities for overnight accommodation shall be paid a private accommodation allowance, provided the period of accommodation would not exceed that required for the purpose of attending to regional district business. The private accommodation rate is \$50/night.
- c) The daily allowance for meals includes \$22 for breakfast, \$27 for lunch and \$40 for the evening meal provided such meals have not been provided as part of a convention or other event. Where meals are provided, there is no reimbursement if the director chooses to eat elsewhere. For full days, directors may claim a per diem of \$100 which includes all meals plus \$11 for incidentals.

In order to claim a meal allowance, the Director must be away from home on regional district business for the entire period noted beside the applicable meal. For clarity, meals for Electoral Area Directors for areas A and B will be paid at actual costs by the regional district when they are in Bella Coola on regional district business.

When meals are provided at conferences or meetings, no meal allowance is to be claimed for those meals which were consumed.

- d) Automobile travel shall be reimbursed as per Canada Revenue Agency’s Automobile Allowance Rates in effect at the time of travel. It is the responsibility of individual directors to report actual travel distance to the Chief Administrative Officer for reimbursement.

The Director for Electoral Area A shall be provided with the opportunity for one trip annually to attend other communities in the electoral area at the expense of the regional district.

The amount compensated for automobile travel outside the regional district shall not exceed the amount that would be compensated for air travel to the same destination.

Where travel expense is reimbursed to this office that exceeds our kilometre rate, our kilometre rate shall be used for reimbursement to directors or committee/commission members. Any remaining balances will be credited to the administrative travel account.

- e) For attendance at conventions, if requested, an advance may be made.
- f) Alternate directors will not be compensated for travel incurred within the electoral areas and within the regional district.
- g) The sum of \$300.00 will be paid to each director annually, in May, in recognition of costs associated with paper and printer supplies.
- h) The sum of \$50 per month will be paid to each director in recognition of the costs associated with personal cellular phone and internet use.
- i) The sum of \$75 per month will be paid to the Chair in recognition of the costs associated with personal cellular phone and internet use.
- j) A child care subsidy, to a maximum of \$50 per board meeting will be provided to directors in recognition of child care costs incurred for attendance at regular board meeting, if applicable.
- k) Reimbursement for remuneration and expenses shall be made only upon the submission of a signed expense voucher in the format approved by the Chief Financial Officer.

For clarity, directors are paid the following items on board meeting day and signed expense vouchers are not required for reimbursement:

- i. 1(a) Board meeting stipend and monthly allowances;
- ii. 2(f) costs associated with paper and printing supplies;
- iii. 2(g) the directors’ cellular phone and internet allowance;
- iv. 2(h) the Chair’s cellular phone and internet allowance.