



Date: September 4, 1998

TO: Board Members - Parks and Recreation
FROM: General Manager - Parks and Recreation
SUBJECT: E-COMM CENTRE - PARK BOARD'S ROLE

INFORMATION

BACKGROUND

The City Emergency Operations Centre (EOC) at the E-Comm Centre, would be activated, or partially activated in any emergency from a localized fire or chemical spill to a major earthquake. Response and recovery efforts would be co-ordinated from the EOC, and based on the Incident Command Model, Park Board staff would report and take part with ten seats in the Emergency Operations Centre:

- **The General Manager** as part of the *Policy Group* with the Chief of Police, Fire Chief, City Manager, City Engineer and Risk Management,
- **the Emergency Social Services Co-ordinator** and **the Manager of Building Services and Maintenance** in the *Operations section*,
- **the Fleet Supervisor, Stores Supervisor, and Purchasing Manager** in the *Logistics Section*,
- **the ESS Alternate Co-ordinator (a Recreation Manager), Reception Centre Manager (a Recreation Programmer) and Food Services Manager** in *ESS Headquarters*,
- and **the Manager of Public Affairs** in the *Emergency Public Information Centre*.

DISCUSSION

The E-Comm Centre is located on the South West corner of Hastings and Cassiar in Vancouver. It will house the new 911 facility featuring the new wide area radio network. This new communications facility will provide radio dispatch service throughout the lower mainland and the Fraser Valley for Police, Fire and Rescue, and Ambulance. Over 13,000 square miles will be covered serving 60% of the provincial population.

This facility will also house the Southwest Regional office of the Provincial Emergency Program, recovery centres for the Vancouver Port Corporation, the Fraser River Harbour Commission, a Regional Emergency Co-ordination Centre, and an Emergency Operations Centre for the City of Vancouver.

In a disaster situation, the Vancouver Board of Parks and Recreation is considered to be a first response City department along with Police, Fire and Rescue, Engineering, Permits and Licenses and Corporate Services. Our response capabilities apply in two main areas:

- Emergency Social Services (ESS), where the use of our Community Centre facilities for Reception Centres or Mass Shelters in a disaster situation would be our primary role. The ESS Program was assumed by the Park Board in 1996 from the Office of Risk and Emergency Management. Under the ESS Co-ordinator, 103 **Recreation Division** staff have completed a Reception Centre Operations Course offered by the Justice Institute. And further training in other services to evacuees will be offered this fall.
- Support of relief efforts by our **Environment and Operations Division** for removal of debris and damaged street trees, and other roles that might be within the capabilities of our resources and equipment.

The E-Comm Centre is scheduled for completion this October, but realistically, it will not be functional until at least February of 1999. At the moment, work space allocations are taking place and installation of data lines and computer equipment. The EM2000 Emergency Management Software system has been purchased by the City. Initial consultation and demonstration sessions with some Park Board staff have taken place while we customize the software to our needs.

Each of the ten Park Board functions in the EOC must be backed up with at least two alternates, in case personnel are not able to respond, or also in case of the need to staff the EOC for 24 hours a day over an extended period of time.

A Departmental Emergency Response Plan has been completed to the stage of staffing the Emergency Operations Centre, and activating a Departmental Command Centre at Evans Yard for our Environment and Operations role in support of the response and recovery phases.

Considerable planning and training is yet to be completed, and the remainder of our Departmental Response Plan has to be written. With approximate time lines in italics, tasks include:

- Final customization of the EM2000 software. (*October 1998*)
- Input of data into the software. (*Early 1999*)
- Comprehensive training on the EM2000 software. (*Jan - May 1999*)
- Installation and training for at least one EM2000 station at Evans Yard for our Departmental Command Centre. (*Sept - Nov 1999*)
- Training on Incident Command for all staff designated for the EOC. (*Sept - Dec 1999*)

- Training on Emergency Operations Functions. (*Nov 1999 - Mar 2000*)
- Staff training on the Departmental Response Plan. (*Jan - May 1999*)
- Exercises and “tabletops” to test our response capability. (*Sept 1999 - ongoing*)
- Development of the Emergency Response Plan to include our other Divisions. (*Dec 1998*)

Once the initial training has been completed, maintenance of the Departmental Plan must continue, with the training of new staff as they come into the organization, the planning and development of exercises to maintain readiness, and to incorporate new trends and ideas.

Prepared by:

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