2.   SECURITY AND EMERGENCY MANAGEMENT BRANCH 2016 ANNUAL REPORT

DIRECTION DE LA SÉCURITÉ ET DE LA GESTION D'URGENCE RAPPORT ANNUELLE 2016

COMMITTEE RECOMMENDATION

That Council receive this report for information.

RECOMMANDATION DU COMITÉ

Que le Conseil reçoive le rapport aux fins d'information.

DOCUMENTATION/DOCUMENTATION

1. Manager, Security and Emergency Management report dated 14 September 2017 (ACS2017-EPS-GEN-0015)

    Rapport du Gestionnaire, Sécurité et Gestion des mesures d'urgence, daté le 14 septembre 2017 (ACS2017-EPS-GEN-0015)

2. Extract of draft Minutes, Community and Protective Services Committee, 21 September 2017.

    Extrait de l'ébauche du procès-verbal, Comité des services communautaires et de protection, le 21 septembre 2017

Report to
Rapport au:

Community and Protective Services Committee
Comité des services communautaires et de protection
21 September 2017 / 21 septembre 2017

and Council
et au Conseil
27 September 2017 / 27 septembre 2017

Submitted on September 14, 2017
Soumis le 14 septembre 2017

Submitted by
Soumis par:
Pierre Poirier, Manager, Security and Emergency Management / Gestionnaire, Sécurité et Gestion des mesures d'urgence

Contact Person
Personne ressource:
Lisa Petch, Strategic Support Coordinator / Coordonnatrice du soutien stratégique
613-580-2424, ext / poste 36319, Lisa.Petch@ottawa.ca

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE

File Number: ACS2017-EPS-GEN-0015

SUBJECT: **Security and Emergency Management Branch 2016 Annual Report**

OBJET: **Direction de la Sécurité et de la Gestion d'urgence rapport annuelle 2016**

**COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
REPORT 26
27 SEPTEMBER 2017**

50

**COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION
RAPPORT 26
LE 27 SEPTEMBRE 2017**

REPORT RECOMMENDATIONS

That the Community and Protective Services Committee recommend Council receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que le comité des services communautaires et de protection recommande au Conseil de recevoir le rapport aux fins d'information.

EXECUTIVE SUMMARY

The Security and Emergency Management Branch (SEM) reports annually to the Community and Protective Services Committee on the branch's operations and other key accomplishments. SEM is responsible for providing a safe and secure environment for residents and visitors to City of Ottawa through the Office of Emergency Management (OEM) and Corporate Security.

The Office of Emergency Management (OEM) is responsible for the implementation, maintenance and coordination of the City of Ottawa's Emergency Management Program (EMP). OEM responded to 34 planned and unplanned situations at various levels of escalation. OEM coordinated the City services' responses to eight situations throughout the year.

In addition, over 680 emergency preparedness kits were distributed to older adults in partnership with Ottawa Public Health and Ottawa Community Health and Resource Centres. Twenty-seven '*Are You Ready'* presentations were provided in the community. In 2016, 29 emergency preparedness courses were provided to 350 participants.

Corporate Security is committed to providing a safe and secure environment for City of Ottawa employees and assets through the delivery of security services. In 2016, Corporate Security delivered 9 Security Awareness Education sessions to City Staff, provided security advice, planning and services at 46 events, completed 16 Facility Threat, Risk, Security audits and over 110 Electronic Security System projects.

Furthermore, Corporate Security completed full Closed Circuit Television (CCTV) system renewals at 16 City Facilities and performed repairs and system improvements

at several others. In December 2016, Corporate Security completed its prioritization exercise and set the road map for 2017 CCTV renewal project activities.

SEM had many accomplishments over the past year. The branch continues to provide a safe and secure environment for City of Ottawa residents, visitors and employees. In 2017, SEM will continue to improve on its programs.

RÉSUMÉ

La Direction de la sécurité et de la gestion des mesures d'urgence présente chaque année un rapport au Comité des services communautaires et de protection sur ses activités et ses autres réalisations importantes. Cette direction est chargée d'assurer un environnement sécuritaire aux résidents et aux visiteurs d'Ottawa par l'intermédiaire du Bureau de gestion des mesures d'urgence (BGMU) et de Sécurité municipale.

Le Bureau de gestion des mesures d'urgence (BGMU) est responsable de l'exécution, de la mise à jour et de l'organisation du Programme de gestion des situations d'urgence (PGSU) de la Ville d'Ottawa. Il est intervenu à l'égard de 34 situations prévues et imprévues, à divers niveaux d'intensification, et a coordonné l'action des services municipaux lors de huit situations survenues pendant l'année.

Par ailleurs, plus de 680 trousses de survie en cas d'urgence ont été remises à des personnes âgées, en partenariat avec Santé publique Ottawa et les centres de ressources et de santé communautaire d'Ottawa. L'équipe a fait 27 présentations du programme *Êtes-vous prêt?* dans la ville et a donné, en 2016, 29 cours de préparation aux situations d'urgence à 350 participants.

Sécurité municipale s'engage à offrir un milieu sûr pour le personnel et les biens de la Ville d'Ottawa grâce à des services de sécurité. En 2016, le groupe a donné au personnel municipal neuf séances de sensibilisation à la sécurité, a fourni des conseils et des services – notamment de planification – relatifs à la sécurité lors de 46 événements, a réalisé 16 vérifications des menaces, des risques et de la sécurité dans les installations et a mené plus de 110 projets de système de sécurité électronique.

En outre, Sécurité municipale a procédé au renouvellement complet du système de télévisions en circuit fermé (TVCF) dans 16 installations de la Ville, et à des réparations et des améliorations à plusieurs autres endroits. En décembre 2016, le groupe a établi ses priorités et conçu la feuille de route des activités de renouvellement du système de TVCF prévues pour 2017.

La Direction de la sécurité et de la gestion des mesures d'urgence a multiplié les réalisations dans la dernière année. Assurant toujours un environnement sécuritaire aux résidents et aux visiteurs d'Ottawa ainsi qu'au personnel municipal, la Direction continuera d'améliorer ses programmes en 2017.

BACKGROUND

The Security and Emergency Management Branch (SEM) reports annually to the Community and Protective Services Committee on the branch's operations and other key accomplishments.

SEM is a branch within the Emergency and Protective Services Department (EPS) and is responsible for providing a safe and secure environment for residents and visitors to City of Ottawa. SEM leads services across the City in managing a comprehensive Emergency Management Plan, in which the City is able to prevent, mitigate, prepare, respond, and recover from emergencies and events. SEM also provides a safe and secure environment for City staff and assets through the delivery of security services.

SEM is comprised of two units – the Office of Emergency Management and Corporate Security. SEM is also responsible for the Corporate Radio Program and contracting the 9-1-1 service with the Ottawa Police Services Board. For more information on the 9-1-1 service please refer to the 2016 9-1-1 Annual Report (ACS2017-EPS-GEN-0014).

DISCUSSION

The Security and Emergency Management Branch Annual Report highlights key accomplishments from 2016.

Office of Emergency Management

The Office of Emergency Management (OEM) is responsible for the implementation, maintenance and coordination of the City of Ottawa's Emergency Management Program (EMP). In accordance with the *Ontario Emergency Management and Civil Protection Act, 2009* (EMCPA), this program includes an Emergency Plan, a training and exercise program, a public education and awareness program and a requirement for a Hazard Identification and Risk Assessment. In addition to meeting the requirements of the EMCPA, the City's EMP has been granted full accreditation by the Emergency Management Accreditation Program.

Corporately, City services work in collaboration to support and contribute toward the EMP's deliverables and successes. The EMP includes external partners and stakeholders from the Red Cross, Salvation Army and area hospitals. Overall, the EMP's mandate is to provide a safe, well prepared community with the capacity to cope with disasters through coordinated provincial, regional and community-based processes.

Emergency Management Situations

In 2016, OEM responded to various planned and unplanned situations as listed in the table below.

Table 1: 2016 Number of Incidents

Level of Escalation	Number of Situations	Notes
Situational Awareness	26	Situational Awareness involves informing City Services, partners and stakeholders to be cognizant of evolving situations and to understand how the situation may impact their normal operations. Messaging: OEM provided messaging to services,

		partners and stakeholders. There were 26 situations which resulted in Situational Awareness messaging to partners. Operations: There were 13 situations during which the City escalated to Situational Awareness Operations (i.e., not solely messaging). OEM facilitated collaboration between impacted services (both internal and external).
Enhanced Operations	5	Enhanced Operations involves a potential situation, which is outside of normal operations. The situation is imminent or occurring and could threaten public safety, public health, the environment, property, critical infrastructure and economic stability. Situations during which the City escalated to Enhanced Operations, resulted in Corporate Service Duty Officers (all City services) being notified and engaged.
Activated Operations	3	Activated Operations involves a situation that requires the engagement of Senior Management and mobilization of the Emergency Operations Centre Control Group and Operations Group for decision making and strategic support.
Total	**34**	

In 2016, the OEM coordinated the City services' response to the 8 situations listed below that escalated to the Enhanced and/or Activated Operations level:

- Technological Hazard - Critical Infrastructure Failure – Rideau Street failure - June 8, 2016

- Human-Caused Hazard - Special Event – International – North American Leaders Summit - June 29, 2016

- Technological Hazard - Critical Infrastructure Failure - Precautionary Boil Water Advisory in Carp - June 29, 2016

- Human-Caused Hazard - Special Event - National - Canada Day - July 1, 2016

- Technological Hazard - Critical Infrastructure Failure – Information Technology System Failure - July 2, 2016

- Technological Hazard - Explosion/Fire - Carling and Preston - August 10, 2016

- Technological Hazard - Critical Infrastructure Failure - Laurier and Waller Construction Incident - November 10, 2016

- Human-Caused Hazard - Special Event - National - New Year's Eve Celebration - December 31, 2016

In addition to responding to these incidents, the City was in Situational Awareness for 30 days, Enhanced Operations for 13 days and in Activated Operations for 10 days. While in Situational Awareness, staff are in an heightened state of readiness in regards to an evolving situation. While in Enhanced and Activated Operations, staff are fully engaged in a situation, and may be physically present in the City's Emergency Operation Centre.

Public Education and Awareness Program 'Are You Ready'

The City of Ottawa's *Are You Ready?* Program provides residents and businesses information on how to prepare for an emergency or disaster. In 2016, OEM partnered with [Ottawa Public Health](#) and five Ottawa Community Health Centres to distribute over 680 emergency preparedness kits to their older adult clients involved in the [Aging in](#)

Place and Primary Care Outreach to Seniors programs. Ottawa Public Health conducted twelve (12) clinics in the Ottawa Community Housing Aging in Place buildings in the fall of 2016 and helped over 600 older adult's complete emergency contact cards for their wallets and apartments.

A total of 27 *Are You Ready?* presentations and displays were delivered in the community.

Training and Exercise Program

Every municipality is required to conduct training programs and exercises to ensure the readiness of the municipality to manage and respond to emergencies. The City's Training and Exercise Program meets the legislative requirement under the EMCPA.

In 2016, a total of 350 participants received in-class training on their specific roles and responsibilities in an emergency. The table below provides additional information.

Table 2: 2016 Training and Exercise Courses

Name of Course	Courses Offered	Number of Participants
Ottawa Introduction to Emergency Management	5	62
Service Duty Officer Training	10	61
Basic Incident Management System IMS 200	6	137
Intermediate Incident Management System IMS 300	2	35
Emergency Operations Centre Control Group	2	7
IMS in Emergency Operations Centres	1	18
Exercise Program Management	1	19
IMS Instructor Course	1	6

Note Taking	1	5
Total	**29**	**350**

External agencies that participated in training include: Salvation Army; Red Cross; Children's Hospital of Eastern Ontario; Ottawa Hospital; Queensway Carleton Hospital; Ottawa International Airport Authority; City of Pembroke; Township of Killaloe; Hagarty and Richards; Counties of Stormont, Dundas and Glengarry; Township of Lanark Highlands; Township of Mississippi Mills; CAE, Shaw Centre; Township of Russell; Ministry of Community Safety and Correctional Services; Carleton University; Office of the Fire Marshal and Emergency Management; Hospital Emergency Preparedness Committee of Ottawa.

Annually, municipalities are required under the EMCPA to exercise their Emergency Operations Centre Control Group (senior leadership) for a minimum of four (4) hours. On January 22, 2016, a total of 63 Emergency Operations Centre Control Group members and alternates participated in "Double Trouble", a discussion-based exercise to evaluate and validate the processes by which the members receive situational updates, conduct corporate impact and consequence assessments, identify and prioritize the continuity of operations and determine appropriate communications with internal and external stakeholders. The scenario included a 5.6 magnitude earthquake which resulted in critical infrastructure failures.

Corporate Security

Corporate Security is committed to providing a safe and secure environment for City of Ottawa employees and assets through the delivery of security services. These services include:

- Incident Management and Investigations

- Electronic Security System Design and Installation

- Event Security Planning and Delivery

- Facility Threat, Risk, Security audits

- Security Awareness Education sessions

- Administration of the Integrated Security Management System which includes Intrusion Systems, Access Control and CCTV Systems

- Photo Identification services

- Alarm Monitoring and Response provided by the Security Operations Centre

In 2016, Corporate Security delivered 9 Security Awareness Education sessions to City Staff, provided security advice, planning and services at 46 Events, completed 16 Facility Threat, Risk, Security audits and over 110 Electronic Security System projects.

Protective Measures Program

Corporate Security continued developing a Protective Measures Program to ensure that employees are aware of their individual roles and responsibilities with regards to emergency situations at City facilities. A Policy will set the foundation for the overall Protective Measures Program. The key components of the program will include the policy, basic security and emergency procedures for employees, an e-learning information module, a quick-reference poster and a toolkit to guide Building Authorities in the development of facility-specific procedures.

Closed Circuit Television (CCTV) Renewal

The use of Closed Circuit Television (CCTV) systems for monitoring and recording events is a key component of physical security. CCTV systems are used to deter undesirable behaviour, acquire situational awareness and verify alarms received by the Security Operations Centre. CCTV is also an excellent tool for post-incident analysis.

In 2015, Corporate Security received capital funding ($1.4M over four years) to address lifecycle issues and renew existing CCTV systems city-wide.

In 2016, Corporate Security completed full system renewals at 16 City Facilities and performed repairs and system improvements at several others. In December 2016 Corporate Security completed its prioritization exercise and set the road map for 2017 CCTV renewal project activities.

Corporate Radio Program

SEM is responsible for operating and managing the City's Corporate Radio System. The Branch's responsibility includes the maintenance of current radio infrastructure and the administration of approximately 5,500 radios used by City departments and external partners (e.g. Canadian Border Services Agency, Ottawa International Airport Authority, Canadian Air Transportation Safety Authority).

The City's existing radio system, Enhanced Digital Access Communications System (EDACS), was declared end-of-life in June 2013. Following a competitive procurement process, the City selected Bell Mobility Inc. as the preferred proponent of a contractor owned/contractor operated agreement, referred to as the Interoperable Mobile Communications Managed Services (IMCMS). As part of this project, the City will transition from the current EDACS radio system to the new IMCMS radio system.

The transition to the new system began in January 2015. By the end of 2016, there were 2,896 network users transferred to the new IMCMS radio system. While there have been some issues with implementation, staff have been actively working with the proponent, Bell, to resolve issues. The project is scheduled for completion in 2018.

Conclusion

SEM had many accomplishments over the past year. The branch continues to provide a safe and secure environment for City of Ottawa residents, visitors and employees. SEM leads City Services in managing a comprehensive Emergency Management Plan and continues to provide a safe and secure environment for City staff and assets. In 2017, SEM will continue to improve on its programs.

RURAL IMPLICATIONS

There are no rural implications associated with this report.

CONSULTATION

There was no public consultation required as part of this information report.

ADVISORY COMMITTEE(S) COMMENTS

There are no comments from any Advisory Committee associated with this report.

LEGAL IMPLICATIONS

There are no legal impediments to receiving the information in this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

ASSET MANAGEMENT IMPLICATIONS

There are no asset management implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this information report.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications associated with this information report.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

TERM OF COUNCIL PRIORITIES

Security and Emergency Management Branch services fits into the Healthy and Caring Communities Term of Council Priorities, as this branch contributes to residents, visitors and city staff in building a "healthy, safe, secure" city.

DISPOSITION

Security and Emergency Management will action any direction received as part of consideration of this report.