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Safety & Emergency Management



Protect public safety and cooperatively mitigate against, prepare for, respond to and recover from emergencies

01 Strategy

STRATEGIES & PLANS

- › [CRD Corporate Emergency Plan](#)
- › [CRD Climate Action Strategy](#)
- › [Regional Emergency Management Partnership \(REMP\)](#)
- › [Regional Growth Strategy](#)

CORPORATE PLAN GOALS

- 9a Effective emergency management

02 Contacts

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03 Operating Context

ACHIEVEMENTS IN 2025

1. Successful transition of Hazmat Team service provider from Central Saanich to Saanich and Canadian Forces Base (CFB) Esquimalt.
2. Launched a web-based public facing Emergency Dashboard for residents and visitors to access emergency information and preparedness resources within the region.
3. Development and approval of a Recovery Concept of Operations process to meet the requirements under the *Emergency and Disaster Management Act* and facilitate multi-sector post-disaster recovery operations.
4. Development and approval of a Regional Disaster Resilience Framework that outlines a collaborative approach to advancing disaster risk reduction, resilience and meeting the *Emergency and Disaster Management Act* consultation requirements across the CRD.

FACTORS THAT WILL AFFECT OUR OPERATIONS IN 2026 AND BEYOND

- Increased frequency of emergency incidents requiring dedicated staff time, such as wildfire, drought, heat wave, atmospheric rivers and other operational incidents. Incident frequency impacts the capacity to address work plan and service plan priorities.
- Increased public expectation for governmental assistance and timely communications during emergency events, including services outside existing program mandates.
- The new B.C. *Emergency and Disaster Management Act* and pending regulations will require a review of CRD resources and emergency plans to ensure alignment with the new legislation.
- Shifting regulatory framework for fire services continues to evolve and the new *Fire Safety Act* was released in August 2024. This will prompt increased staff operational support and a review of existing fire service delivery models and potential liabilities.
- Increased provincial regulatory standards for volunteer fire services that are consistent with career fire departments are compounding challenges in recruiting and retaining volunteers (can be an existential crisis for some services).
- Increased engagement and consultation in emergency management with First Nations is a requirement of the new Act. Capacity issues arise with increased government-to-government coordination requirements with First Nations.
- The CRD's Emergency Hazmat Team was reviewed in 2024, and the report will lead to changes to ensure program effectiveness, cost efficiency and compliance with current standards.
- The evolution to Next Generation 911 will result in increased operational and financial obligations.
- The province is supporting many new grant initiatives in response to new legislation and risk reduction. This significantly increases staff workload beyond current capacity to manage grant administration requirements.
- Bylaw call demand is increasing significantly beyond resourced capacity and is further impacted by changing regulatory environment and public expectations.
- Increased responsibility for Electoral Areas Emergency Program volunteers and aging volunteer base, jeopardizing emergency program continuity and effectiveness.

- Aging animal shelter infrastructure is requiring that decisions on renovation versus new building occur soon.

04 Services

The services listed below rely on the support of several corporate and support divisions to operate effectively on a daily basis. More information about these services is available in the Corporate Services and Government Relations Community Need Summaries.

SERVICE BUDGET REFERENCES¹

- › 1.025 – Corporate Emergency

1. CRD EMERGENCY MANAGEMENT

Description

Responsible for local emergency management programs in each of the Electoral Areas (EAs) supported centrally by the CRD Corporate Emergency Program.

What you can expect from us

- ▶ Provision of 24/7 on-call Duty Emergency Manager
- ▶ Operation of the CRD Emergency Operations Centre (EOC) and coordination of associated corporate level emergency planning
- ▶ Provide support to internal departments and external agencies during emergencies
- ▶ Support (advance planning, training, response coordination, site support and after-action reviews) to internal departments and external agencies during emergencies impacting water systems and other CRD assets or services

Staffing Complement

Protective Services: **2.0 FTE + Senior Manager + Manager + Administrative Support**

¹ Service budget(s) listed may fund other services.

Regional Services

SERVICE BUDGET REFERENCES²

- › 1.374 – Regional Emergency Program Support
- › 1.375 – Hazardous Material Incident Response
- › 1.911 & 1.912 – 911 Call Answer

2. 911 CALL ANSWER

Description

Administration and oversight of 911 Call Answer services within the Capital Regional District.

What you can expect from us

- ▶ Ensure that contractor meets performance targets, consistent with contractual obligations

Staffing Complement

Protective Services: **Senior Manager**

3. HAZMAT RESPONSE

Description

Operation and administration of the regional Emergency Hazardous Material Response team in partnership with the region's fire departments.

What you can expect from us

- ▶ Ensure that the CRD Emergency Hazmat Team is properly prepared and able to effectively respond to hazardous materials incidents in the CRD

Staffing Complement

Protective Services: **Manager + Senior Manager**

² Service budget(s) listed may fund other services.

4. REGIONAL EMERGENCY MANAGEMENT COORDINATION

Description

Developed to provide a coordinating role among local municipal and Electoral Area programs. The funding for this service is used to support the Regional Emergency Management Program (REMP), in collaboration with Emergency Management and Climate Readiness BC.

What you can expect from us

- ▶ Coordinate resource and information sharing among local municipal and EA programs, supported by the CRD Local Government Emergency Program Advisory Commission and Regional Emergency Planning Advisory Commission

Staffing Complement

Protective Services: **1.0 FTE + Senior Manager**

Sub-Regional Services

SERVICE BUDGET REFERENCES³

- › 1.913 – Fire Dispatch
- › 1.313 – Animal Care Services
- › 1.323 – Bylaw Services

5. FIRE DISPATCH

Description

Operational management of fire dispatch.

What you can expect from us

- ▶ Ensure that fire dispatch contractor meets performance targets, consistent with contractual obligations for the three Electoral Areas and participating municipalities (Sooke, Metchosin and Highlands)

Staffing Complement

Protective Services: **Manager + Senior Manager + Administrative Support**

³ Service budget(s) listed may fund other services.

6. BYLAW SERVICES AND ANIMAL CARE SERVICES

Description

Operational management of bylaw enforcement and animal care.

What you can expect from us

- ▶ Operation of a bylaw enforcement and animal care program that responds to municipal and CRD operations' requests

Staffing Complement

Division: **11.0 FTE + 1 Manager + Administrative Support**

05 Initiatives

Below are the initiatives listed in the [Capital Regional District 2023-2026 Corporate Plan](#) and the related initiative business cases (IBCs). For an overview of the financial impacts, including cost of staffing, please refer to the Provisional Budget report.

Initiative	Implementation year(s)
9a Goal: Effective emergency management	
9a-1 Support planning for regional-scale emergencies in cooperation with the Regional Emergency Management Program	ongoing
9a-2 Develop plans and implement actions consistent with regulatory requirements for local government and regional emergency management, including new <i>Emergency and Disaster Management Act</i> requirements	2024-ongoing
▶ IBC 9a-2.1 Resiliency and Recovery Coordinator	2025-ongoing
▶ IBC 9a-2.2 Fire Services Coordination and Support	2024-ongoing
▶ IBC 9a-2.3 Emergency Hazmat Team Readiness & Preparedness	2025-ongoing
9a-3 Pursue accreditation for CRD emergency management program Protective Services	2026
▶ FUTURE IBC 9a-3.1 Emergency Program Accreditation	Planned for 2027

06 Performance

GOAL 9A: EFFECTIVE EMERGENCY MANAGEMENT

Targets & Benchmarks

Collectively the performance measures highlight how effectively the CRD is managing its services and creating effective regional cooperation to protect public safety and preparing for, responding to, and recovering from emergencies.

Measuring Progress

Ref	Performance Measure(s)	Type	2024 Actual	2025 Forecast	2026 Target	Desired trend
1	Emergency response time: 911 ¹	Quality	95%	95%	95%	↗
2	Emergency response time: Fire Dispatch ²	Quality	90%	90%	90%	↗
3	Number of EOC exercises conducted annually ³	Quantity	2	2	2	→

¹ Data from E-comm

² Data from CRD Fire Dispatch

³ Data from CRD Protective Services

Discussion

- Measure 1 reports on the emergency response time for 911 call answer consistent with contractual target to answer **95%** of calls within five seconds.
- Measure 2 reports on the emergency response time for fire dispatch call answer consistent with contractual target to answer **90%** of calls within 15 seconds.
- Measure 3 addresses corporate readiness to meet the expectations of Goal 9A: Effective Emergency Management through exercising the EOC to ensure operational effectiveness.

07 Business Model

PARTICIPANTS All municipalities, all Electoral Areas and First Nations participate in some aspect of the regional or sub-regional services.

FUNDING SOURCES 911 Call Answer is funded by a Call-Answer Levy collected from all telephone landline service providers within the capital region, and by requisition.

All other services are funded by requisition, fee for service and/or grants.

GOVERNANCE [Emergency Management Committee](#)
[Planning and Protective Services Committee](#)