

# COMMUNITY NEED SUMMARY

## Protective Services

### Strategy

Target Outcome
We envision effective regional co-operation in protecting public safety and preparing for, responding to, and recovering from emergencies.

Related Strategies
<ul style="list-style-type: none"> <li>• Regional Climate Action Strategy</li> <li>• Regional Growth Strategy</li> </ul>

Core Service Levels
<p><b>911 Call Answer</b></p> <p>Administration and oversight of 911 Call Answer services across the Capital Regional District (CRD).</p>
<p><b>Hazmat Response</b></p> <p>Operation and administration of the regional Emergency Hazardous Material Response team in partnership with the region's fire departments.</p>
<p><b>Fire Dispatch</b></p> <p>Operational management of fire dispatch for the three electoral areas (JdF, SGI and SSI) and participating municipalities (Sooke, Metchosin, Langford and Highlands).</p>
<p><b>Bylaw &amp; Animal Care Services</b></p> <p>Operation of a bylaw enforcement &amp; animal control program that responds to municipal &amp; CRD operations' requests.</p>

### CRD Emergency Management

Operation of a central CRD Emergency Operations Centre (EOC) to support local and regional emergencies, including

- Provision of 24/7 On-Call Duty Emergency Manager,
- Operation of Emergency Communications Centres,
- Support to internal departments and external agencies during emergencies impacting water systems and other CRD assets or services. Support includes advance planning, response coordination, site support, and after action reviews.

### Regional Emergency Management Coordination

Coordinate resource and information sharing among local municipal and electoral area programs, supported by the CRD Local Government Emergency Program Advisory Commission (LGEPAC) and Regional Emergency Planning Advisory Commission (REPAC). One FTE allocated to the Regional Emergency Management Partnership (REMP) supported through Protective Services staff and strategic direction.

#	Initiatives	Description	Implement- ation Year	New FTEs For 2020	Budget Impact
7a-1	Regional Coordination of Emergency Services	Support CRD Board in exploring more comprehensive regional coordination of emergency services, including an assessment of regional hazards, risks & vulnerabilities	2020	1.0 Ongoing	Included in Provisional Budget
7a-2	REMP Support	Support the Regional Emergency Management Partnership in the development of a regional concept of operations for response to multi-jurisdictional emergencies in the CRD	2020		Absorbed in Core Service

#	Initiatives	Description	Implement- ation Year	New FTEs For 2020	Budget Impact
7a-6	First Nations Emergency Support	Provide Fire Protection & Emergency Response services support to interested First Nations as requested	2020		Absorbed in Core Service
7a-13	Emergency Exercise *	An exercise to test collaboration of relevant parties in responding to a major regional emergency	2020		Included in Provisional Budget
7b-1	Bylaw Enforcement and Animal Control	Effectively respond to municipal & CRD operations' requests for bylaw enforcement services & animal control	2020		Absorbed in Core Service

\* New - Initiatives not in the 2019-2022 Corporate Plan

## Business Model

### Value Proposition

#### Protective Services

The Protective Services division protects CRD residents by planning for, responding to and recovering from emergencies, providing 911 Call Answer and Fire Dispatch services, supporting volunteer emergency programs and fire services, enforcing bylaws and providing animal control services.

### Who Contributes

Regional: 911 Call Answer, Hazmat Response, Regional Emergency Management Partnership (REMP) - all municipalities, EAs and First Nations participate in some aspect of these services.

Sub-regional: Fire dispatch, Bylaw Services, Animal Care Services - all EAs and some municipalities participate in some aspect of these services.

## Metrics

### Metric #1

**Target:** 95% of 911 calls answered within 5 seconds of receipt.

**Current Status:** meeting 97%

### Metric #2

**Target:** Emergency Operations Centre exercises conducted annually: 2

**Current Status:** 2 completed

### Metric #3

**Target:** All municipalities and First Nations to sign the Regional Concept of Operations Memorandum of Understanding (MoU).

**Current Status:** 12 municipalities and 3 First Nations have signed the Regional Concept of Operations MoU.