

Date: February 10, 2021	Originator's files:
To: Chair and Members of General Committee	
From: Shari Lichterman, CPA, CMA, Commissioner of Community Services	Meeting date: March 31, 2021

Subject

Emergency Management in Mississauga 2020

Recommendation

That the report dated February 10, 2021 from the Commissioner of Community Services titled "Emergency Management in Mississauga 2020" be received for information.

Report Highlights

- In accordance with the *Emergency Management & Civil Protection Act* the Office of Emergency Management (OEM) has prepared the 2020 annual report titled "Emergency Management in Mississauga 2020".
- The OEM was engaged in responding to/monitoring 20 incidents in 2020, totalling 345 days.
- Despite the challenges presented by COVID-19, the OEM continued to provide emergency/incident management training to staff and stakeholders.
- The Business Continuity Management program continues to grow and support the development of robust business continuity plans for business units across the City.

Background

Under the *Emergency Management and Civil Protection Act*, the Emergency Management Program Committee (EMPC) is required to "conduct an annual review of the municipality's emergency management program" as well as "advise council on the development and implementation of the municipality's emergency management program".

Comments

The attached report (Appendix 1) provides an overview of the City's emergency management program, including the details pertaining to:

1. The structure of the Office of Emergency Management;
2. Response activities and activations;
3. Compliance requirements and approach;
4. Business continuity management development and implementation;
5. Public education and engagement; and
6. The action plan for 2021.

The Office of Emergency Management has four activation levels: Routine Monitoring, Enhanced Monitoring, Partial Activation, and Full Activation. For 2020 there were:

- Routine Monitoring: 20 days.
- Enhanced Monitoring: 268 days (17 incidents).
- Partial Activation: 5 days (2 incidents).
- Full Activation: 72 days (1 incident).

Another area within the OEM's mandate is the development and delivery of emergency/incident management training for City staff and our partner organizations. Last year (2020) was a challenging year for the delivery of emergency/incident management training due to the COVID-19 response and the restrictions that were in place for gatherings that prevented large training sessions from being held. For 2020 OEM trained:

- Introduction to DisasterLAN: 8 participants.
- Incident Management System (Levels 100, 200 & 300): 49 participants.
- Annual OFMEM Mandated Compliance Training: 44 participants.

To ensure the City is prepared for potential business disruptions, the OEM continues to develop a robust Business Continuity Management (BCM) program. Since being established in 2016, the BCM program has grown department-by-department each year and has supported the implementation of business continuity programs and plans within the Corporate Services, Transportation & Works, and Planning & Building departments and Mississauga Fire & Emergency Services. In anticipation of the COVID-19 situation escalating in early 2020, the OEM worked with business units from the remaining departments & divisions that did not have existing BCM programs to develop preliminary pandemic plans to support decision making in the event of business disruptions. While no one could have foreseen just how disruptive the pandemic would be to City operations, 68% of City services continued as normal, 20% experienced altered service delivery, and only 12% of services shut down during certain periods of public health restrictions.

Moving forward in 2021, the BCM program will continue implementation with the Community Services Department and the divisions of the City Manager's Office, in addition to working with the other departments and divisions to update and test their existing business continuity plans.

Financial Impact

There are no financial impacts resulting from the recommendation in this report.

Conclusion

The Emergency Management Program Committee (EMPC) and the Office of Emergency Management (OEM) will continue to strengthen the municipal emergency management and business continuity programs. Benchmarking, training, and the development of partnerships will provide the framework for ongoing continuous improvement.

Attachments

Appendix 1: Emergency Management in Mississauga 2020 Report



Shari Lichterman, CPA, CMA, Commissioner of Community Services

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