

Municipal Emergency Measures Organization (MEMO) (Levels of Service to the Public) July 2020 - June 2021 Results

Community Safety

Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment
Social	Ensure the Corporation is prepared for any Emergency by executing and testing our Emergency Management Plans, and ensuring our citizens are properly informed	MEMO	N/A	Municipal Emergency Measures Organization	Emergency / Disaster Recovery Planning	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	<ul style="list-style-type: none"> • Tri-Community All Hazard Plan reviewed annually 	Yes	Yes	Yes	May 8, 2020 - no changes required
				Municipal Emergency Measures Organization	Emergency Management Plan Testing	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	<ul style="list-style-type: none"> • Hazard specific Plans reviewed every two years 	Yes	Yes	Yes	Pandemic Plan (March 2020)
				Municipal Emergency Measures Organization	Emergency Management Plan Testing	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	<ul style="list-style-type: none"> • Participate in annual Provincial Emergency Exercise 	No	Yes	Yes	Cancelled-Pandemic
				Municipal Emergency Measures Organization	Emergency Management Plan Response Monitoring	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	<ul style="list-style-type: none"> • Carry out table top exercise annually 	No	Yes	Yes	Pandemic
				Municipal Emergency Measures Organization	Emergency Management Plan Response Monitoring	Community	An internal service provided to the Corporation offering emergency and / or disaster recovery planning, coordination, temporary shelter, and monitoring.	Increase safety in crisis or disaster situations	<ul style="list-style-type: none"> • Emergency Command Centre (ECC) operational during emergencies when requested by the City's Director of Emergency Measures • Target: ECC operational within an 1 hour of notice of activation 	-	-	-	Level II Activation for Pandemic (March 2020 - 2021)