



READY AT A MOMENT'S NOTICE

Calgary Emergency Management Agency

April 2015

Disaster Services - late 1970's
Disaster Social Services - late 1990's
CEMA - 2009
Emergency Social Services - 2011
Opening of New EOC - 2012
New City Business Unit - 2015



Hub Oil 1999



Tornado
Pine Lake
2000

A large wildfire with a firefighter in the foreground. The fire is intense, with bright orange and yellow flames rising from a forest. A firefighter in a yellow jacket and helmet is visible in the lower right corner, looking towards the fire. Power lines are visible in the upper part of the image.

RCMP evac

<http://www.youtube.com/watch?NR=1&feature=endscreen&v=cocyyBlx-JY>

Fires of Slave Lake 2011



Southern Alberta
Flood
2013

Calgary Windstorm

**\$1.3 – 7
Million/Hour**



An aerial photograph of a town and a river valley covered in snow. The scene is hazy, suggesting a snowy or foggy day. In the foreground, several buildings with snow-covered roofs are visible, interspersed with snow-laden evergreen trees. A river flows through the middle ground, with a bridge crossing it in the distance. The overall atmosphere is quiet and wintry.

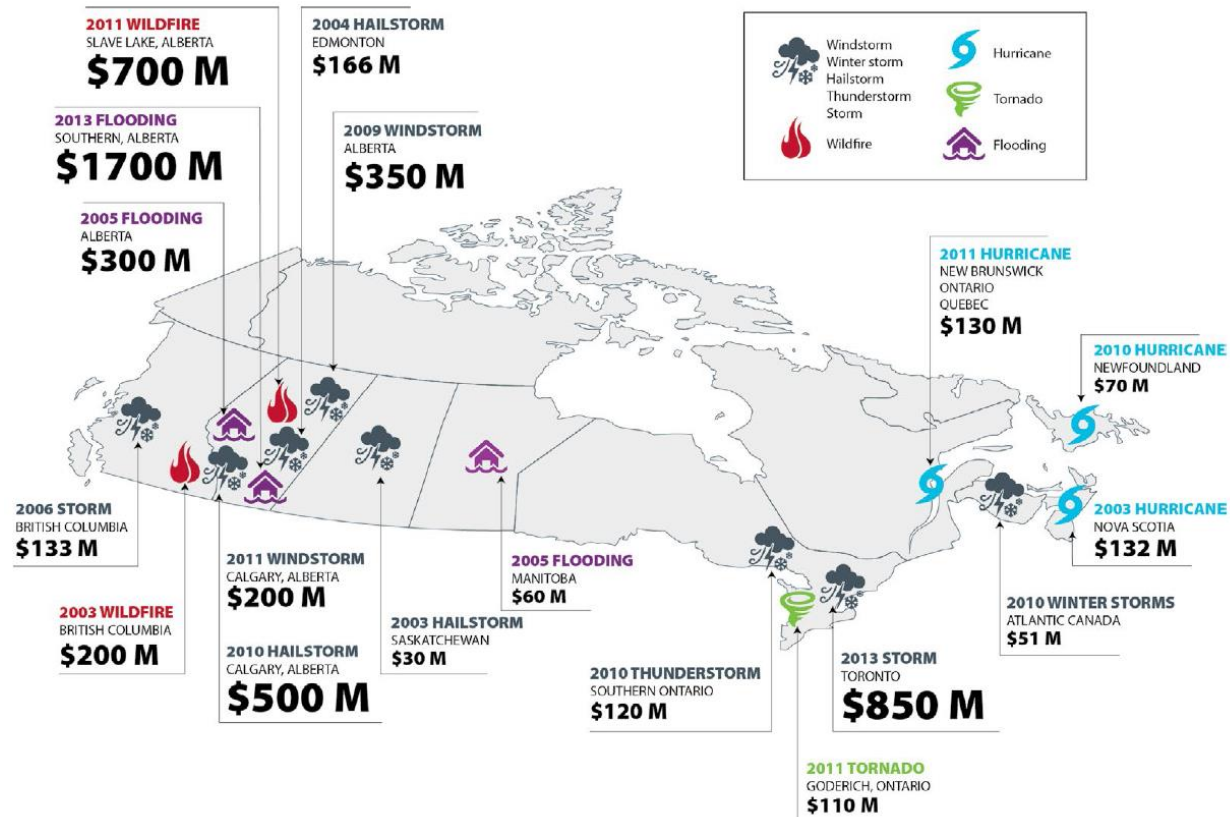
Snow of
September
2014



Downtown
Fire & Power Outage
2014

Trends – Locally

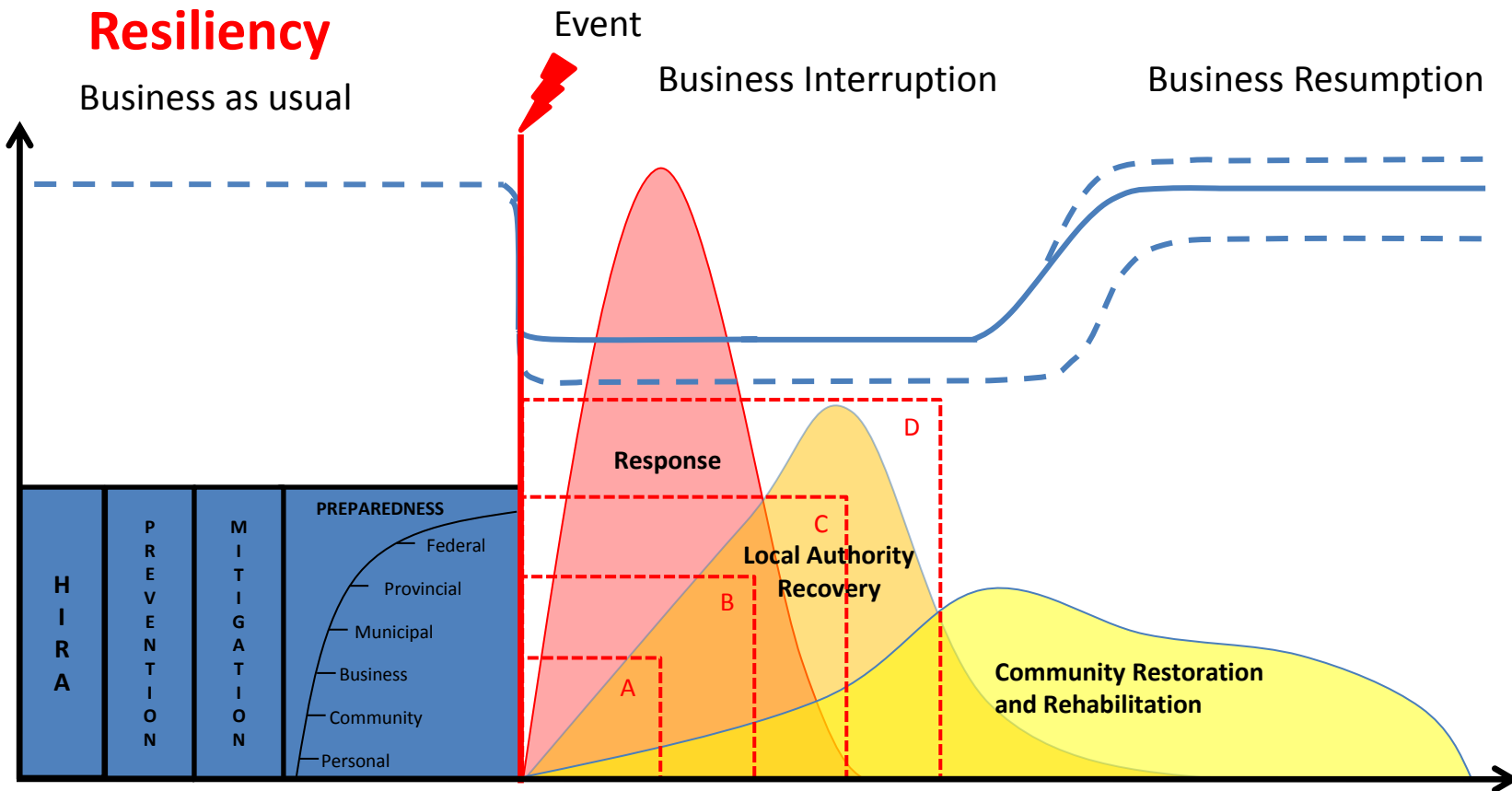
- Alberta accounts for 67% of all disaster related insurance payouts



Alberta Emergency Management Act

“co-ordinate
all emergency
services and
other
resources used
in an
emergency”.







Chaos and Shock





***Complete
Community
Evacuation***



Two weeks after the explosion and subsequent fire at Shaw Court, services were still affected:

“AHS scrambles to catch up to surgeries cancelled due to Shaw incident”

Calgary Herald, July 26 2012



***Strain on
people,
supplies and
equipment***





***Unconventional
Leadership***





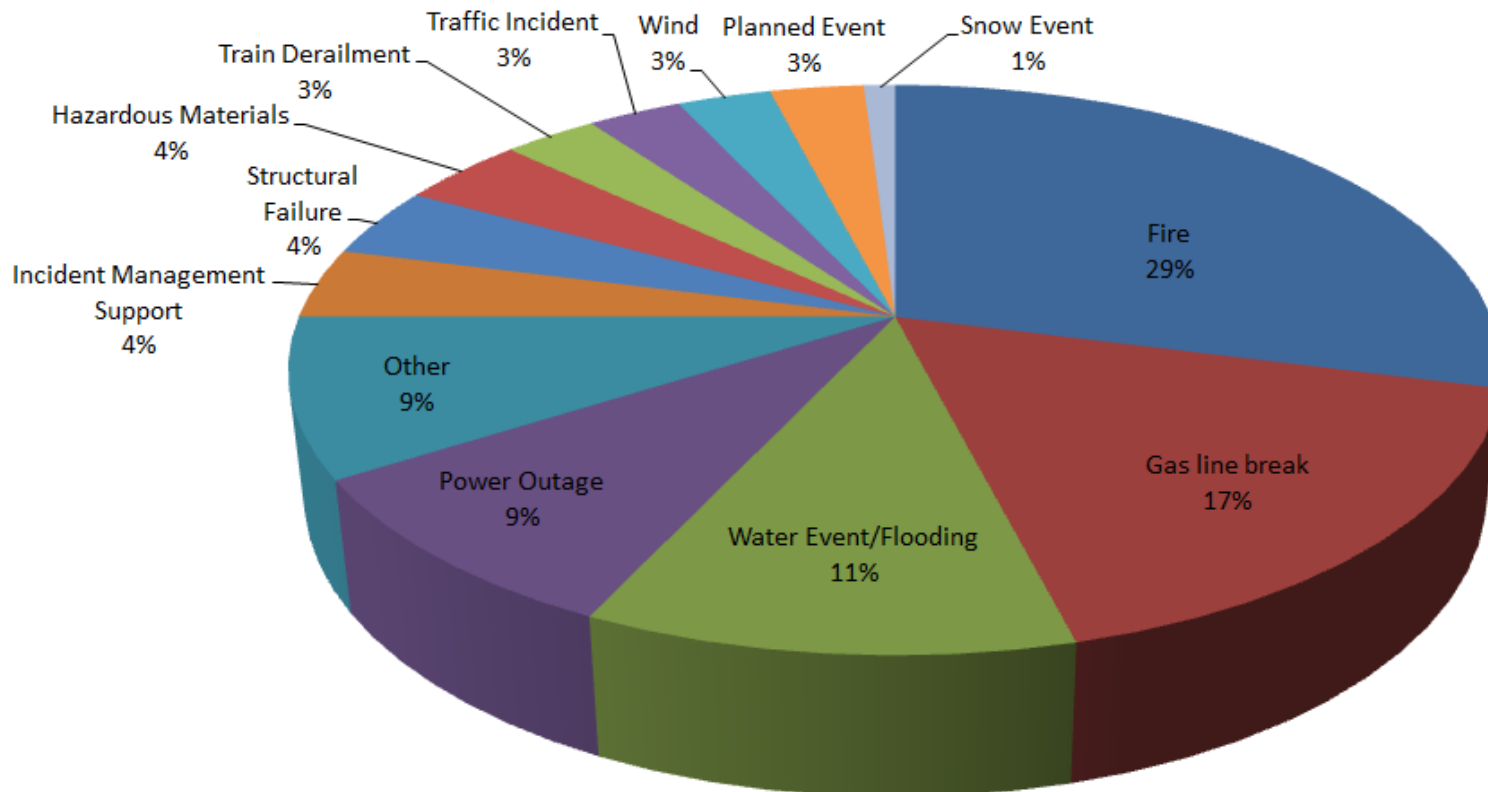
***Holiday
Weekends***

DOWNTOWN POWER OUTAGE

5,000 residents
112 buildings

700 Evacuees
70 ESS members





Note: These percentages represent number of incidents. They do not represent the duration of each event.

150 Agency
Members
(from 35+ Organizations)

145 ESS Members
(from across the City)

25+ BC
Coordinators
(from across the City)

130 CAN-TF2
Members
(from across the province)

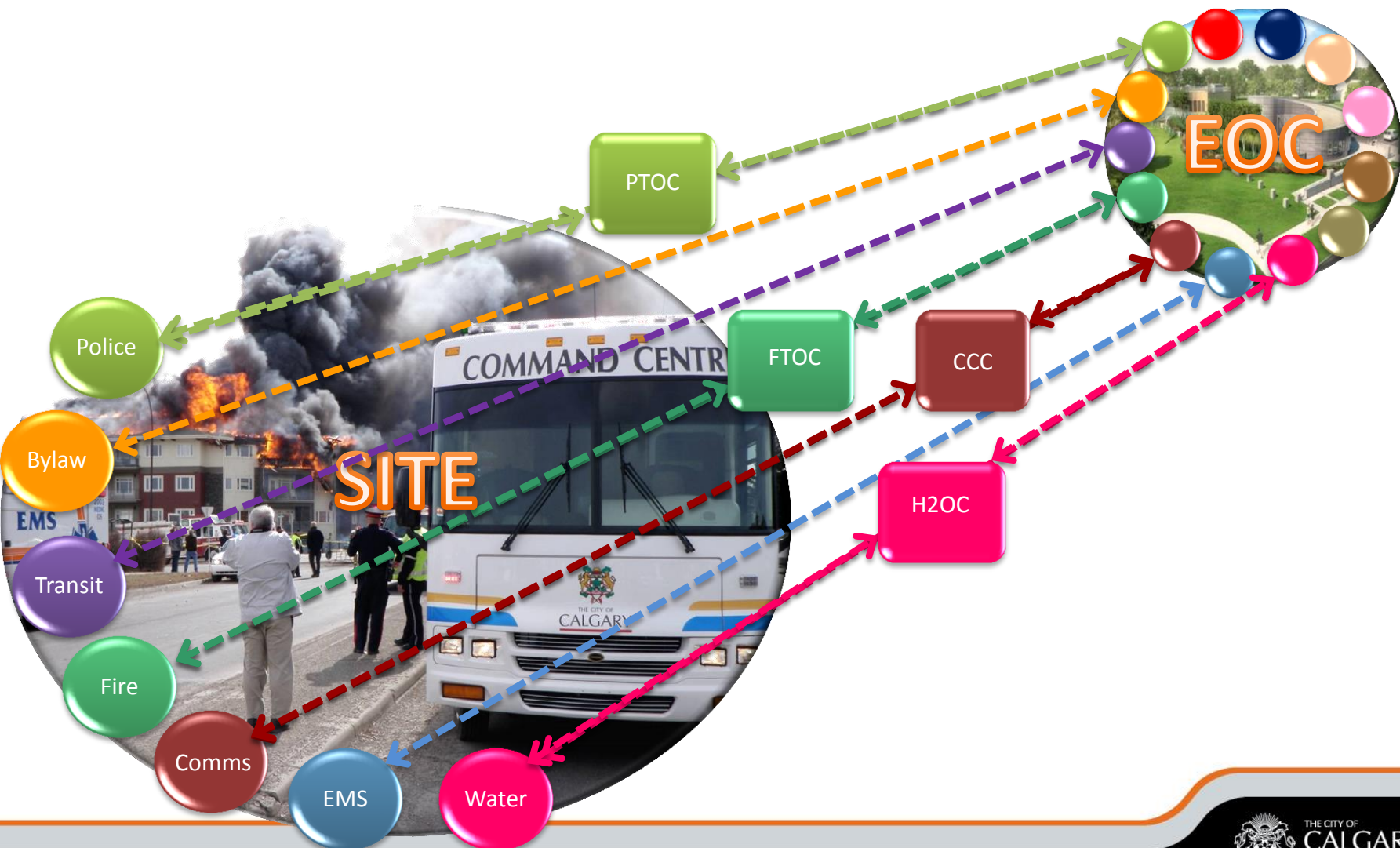


Non Profit/
Governmental
Organizations

Community

Incident Command Systems Collaboration Structure

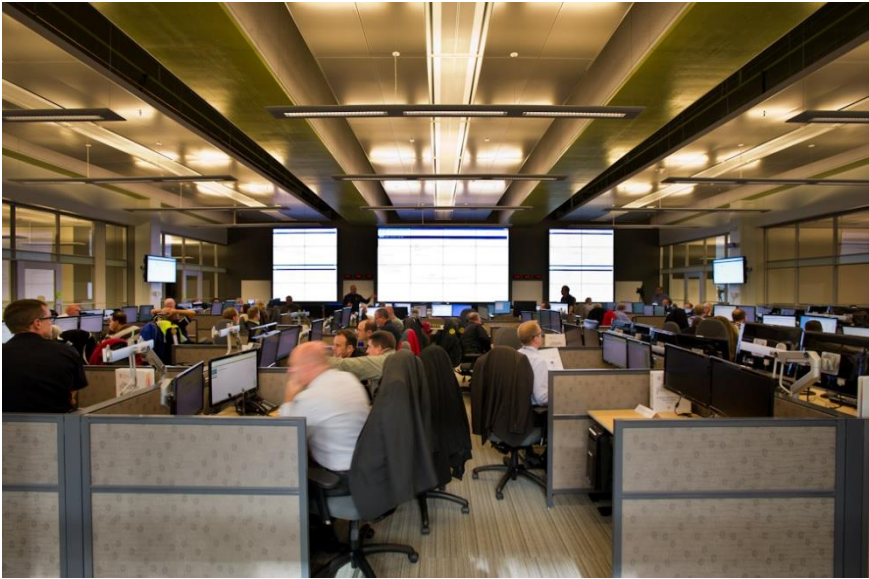
- Concept of Operations (ConOps)
- We don't let anyone fail
- Unity of Command with Autonomy of Command
- Objectives are set (planning cycle) and accomplished
- One team: Collective Objectives
 - Collaboration for Excellence



- Maximize Event Management Capability Through EOC Systems, Tools and Collaboration




One Team, Collective Goals:




Collaboration for Excellence


Calgary Emergency Management System (CEMS)

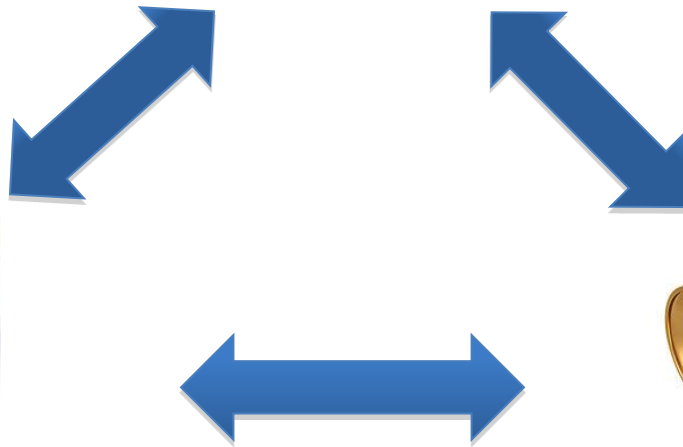


Common Operating
Picture (COP)  **esri**

Incident Management
System (IMS) 



Emergency Notification
Software (ENS)  **erms**
powered by





Learnings and Challenges

A photograph of several emergency responders in bright yellow hazmat suits walking down a street. They are wearing gloves and boots. In the background, there are other people, some in blue shirts, and vehicles including a dark SUV and a white van. The scene appears to be an outdoor emergency response or training exercise.

Coordination

- Focusing on logistics from start
- Leveraging SMEs, NGO's and the community
- Mobilizing Tactical Operations Centres
- Creating the iCOP



Communications

- Integration of communication technology
- Navigating technology failures
- Examining cloud-based options
- Providing information early



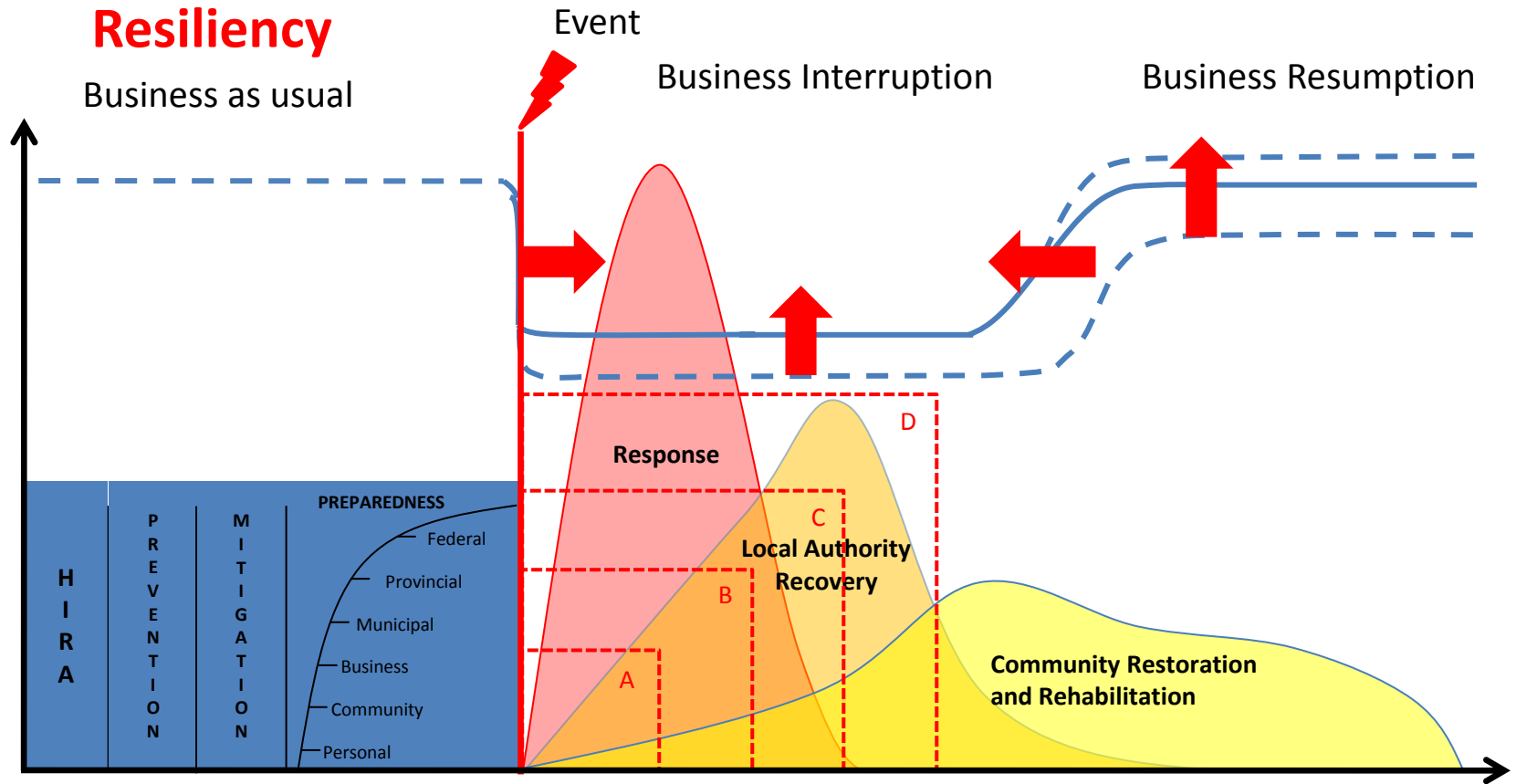
People

- Facilitating volunteer success
- Managing health concerns
- Assisting vulnerable populations
- Ramping up Emergency Social Services
- ReadyCalgary

A photograph of a city street scene. In the foreground, several firefighters in brown uniforms with reflective yellow stripes are visible. One firefighter is standing on the left, looking towards the right. Two other firefighters are crouching on the right, appearing to be in conversation. In the background, a tall, white, cylindrical tower with a red and white top section (the CN Tower) is prominent. To its right, there are several modern high-rise buildings with glass facades. A yellow traffic light is visible in the middle ground. The overall scene suggests an urban environment during an emergency or training exercise.

Preparedness

- Understanding other stakeholders' needs
- Creating buy-in for training and exercises
- Members ConOps, ICS and EOC
- Improving business continuity and interdependencies



Video



“We can no longer afford to work at the speed of government”

LA Fire Capt.