



SUBJECT: Civic Alerting Platform – Emergency Notification System
TO: Environment, Infrastructure & Community Services Cttee.
FROM: Fire Department

Report Number: BFD 01-22

Wards Affected: All

File Numbers: 735-01

Date to Committee: February 3, 2022

Date to Council: February 15, 2022

Recommendation:

Authorize the purchase of an Emergency Notification System with \$34,000 of funding to be provided from the Emergency Management Reserve Fund as outlined in Burlington fire department report BFD-01-22.

PURPOSE:

Vision to Focus Alignment:

- Building more citizen engagement, community health and culture
- Deliver customer centric services with a focus on efficiency and technology transformation

Executive Summary:

The City of Burlington is extending its existing contract with Rave Mobile Safety to include civic alerting functionality (public emergency notification capability). The current contract with the existing vendor expires February 11, 2022, at which point the city plans to enter a renewal. The expansion of the contract will provide one corporate solution for internal emergency notifications and civic alerting during an emergency event. The civic alerting functionality will also ensure that a continual state of readiness is achieved through pre-scripted crisis and emergency messaging based on known hazards across the city. This capability will ensure quick, timely, consistent messaging

is shared across the corporation and impacted residents. The extended contract will include the expansion of the cities' existing cloud-based solution.

Background and Discussion:

The current Emergency Notification System with Rave Mobile Safety offers internal staff emergency messaging and alerting functionality only. As part of By-Law 046-2019 Emergency and Continuity Management Program, under Part A – Section 4 (which adheres to the Emergency Management and Civil Protection Act and Regulation 380/04 Program requirements), the following requirements are listed:

i. Emergency Communication and Warning

The Emergency Response and Information Management System will include the setup of:

- Telecommunications and other communications systems that are regularly tested. Consideration will be given to the need for redundancy, interoperability, and security of communications systems.
- Emergency communication and warning systems to alert people who may be impacted by an actual or impending emergency and to advise the public of threats to people, property, and the environment, either directly, or through authorized agencies, will be developed and periodically tested; and
- Communication procedures inclusive of protective action guidelines for emergencies where potentially impacted populations can be advised to shelter-in-place, evacuate or take any other actions as directed.

The Corporation will establish and maintain procedures to provide emergency information that includes the following:

- A central point of contact for the media.
- Procedures to gather, monitor, and disseminate emergency information.
- Pre-scripted information bulletins.
- Procedures to coordinate and approve information for release.
- Procedures to communicate with special needs populations; and
- Protective action guidelines for shelter-in-place and evacuation.

The Corporation will establish and maintain the capability to provide crisis information through enhanced communications with all stakeholders during an incident. The Corporation will develop emergency communication and warning capability to advise the affected populations of hazards and threats to people, property, the environment, and/or the continuity of services either directly, indirectly, or through authorized agencies.

Strategy/process

A project team was initiated in January 2021 along with supporting project management documentation to track team progress. The project has been segregated by project phases. Refer to the high-level milestone chart below outlining the project process:



Options Considered

An environmental scan was completed to ensure fair market value was achieved with the approved application.

Service area impacts were also considered, and the project team consulted. It was identified that service area impacts will employ informed decision making and positive experiences. The ability to push out pre-approved emergency messaging quicker to residents, specific to an emergency will foster greater collaboration and communication between the city and its publics. This will also promote public trust and increase social equity.

Financial Matters:

Total Financial Impact

For the last 8 years, the City of Burlington has used this vendor (Rave Mobile Safety) for internal emergency notifications. The cost annually amounts to just over \$5000.00 and is a fixed amount built into the Emergency Management budget under the Fire Department. To extend the contract to include the civic alerting platform, the cost is as follows:

Implementation Cost (February 2022)	
\$ 34,000 (Emergency Management Reserve Fund)	
Year 2	Year 3
\$34,000 (ITS)	\$34,000 (ITS)

Source of Funding

These costs are based on a quote by the vendor and is fixed. The Emergency Reserve Fund is drawn from for the implementation for the first year. Future ITS operating expenses for years 2 and 3 will be incorporated into future budgets.

Other Resource Impacts

Staffing requirements impact the following staff whom are part of the project team:

-Fire Department: Emergency Management and Public Education Divisions –3 – Public Education Officer, Community Emergency Management Coordinator (CEMC), Fire Chief (Alternate CEMC)

-Corporate Communications and Engagement Department: 5 – Director, Corporate Communications and Engagement, Manager, Corporate Communications and Engagement, Social Media Advisor, Communications Advisors

Climate Implications

N/A

Engagement Matters:

Internal Project Team includes:

Fire, Information Technology Services, Clerks, Corporate Communications and Engagement, Records and Information, Finance

Conclusion:

This report has been generated for information purposes. The Civic Alerting Platform will be launched at the end of March 2022.

Respectfully submitted,

Amber Rushton

Community Emergency Management Coordinator

289-208-3681

Report Approval:

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Counsel.