



City of Coquitlam

PUBLIC WORKS RESPONSE PLAN AND DIVISION OPERATION CENTRE GUIDELINES



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2019 APWA COMPLIANCE STATEMENT – CHAPTER 8

| Practice | Descriptions | Statement | Compliance |
|-------------------------------|--|--|--|
| Emergency Planning | | | |
| 8.1 | Comprehensive Multi/Hazard Emergency Plan | <i>A comprehensive multi-hazard Emergency plan is adopted, tested and maintained</i> | PW Response-2019, all sections |
| 8.2 | Emergency Public Works Manual | <i>A PW manual governs operations during and following a disaster event</i> | PW Response-2019, all sections |
| 8.3 | Use of Private Equipment & Resources | <i>PW Div maintains contingency arrangements for use of private equipment and other contracted resources</i> | Utility Control Centre |
| 8.4 | Emergency Exercises | <i>PW Div routinely participates in emergency exercises</i> | PW Response-2019 Training & Exercise |
| 8.5 | Emergency Procedures & Operations Training | <i>PW personnel are trained in emergency procedures and operations</i> | PW Response-2019 Training & Exercise |
| 8.6 | Emergency Services Coordination | <i>A procedure for communication and coordination with other emergency services providers in developed and routinely updated</i> | PW Response-2019 CoC Disaster Response Plan 2018 |
| Resource Management | | | |
| 8.7 | Emergency Equipment Testing & Storage | <i>Emergency equipment is regularly tested and storage facilities are monitored to ensure operational readiness and availability for use</i> | Utility Control Centre & Fleet Operations |
| 8.8 | Mutual Aid Agreements | <i>Mutual aid arrangements are established in order to expand resources</i> | Utility Control Centre |
| Emergency Procurement | | | |
| 8.9 | Supplies, Equipment & Contractual Service Listing | <i>PW has developed an emergency purchasing policy to include contingency arrangements for emergency resources such as equipment, supplies and services, including consultants and contractors</i> | Logistics and Finance Sections |
| 8.10 | Emergency Personnel Policies & Procedures | <i>Employee procedures are established for emergency events</i> | PW Response-2019 “Job Action Sheets” |
| 8.11 | Employee Contact Information | <i>PW must maintain current contact information for all employees for emergency response</i> | PW Response-2019 DOC Call Out |
| 8.12 | Specialized & Supplemental Resources | <i>A plan is developed for the use of specialized equipment, supplemental personnel, and other resources during emergency events</i> | Logistics and Finance Sections |
| 8.13 | Emergency Facilities Location | <i>Emergency operating facilities are safeguarded against inaccessibility, damage and loss</i> | PW Response-2019 |
| Mitigation | | | |
| 8.14 | Natural and Man-Made Hazards | <i>Hazard potentials are identified and analyzed for the development of risk mitigation measures</i> | CoC HRVA-2006 |
| 8.15 | Hazards Mitigation through planning | <i>Hazard mitigation information and recommendations are considered in community planning and are included in the emergency plan</i> | CoC HRVA-2006 PW Response-2019 |
| Recovery | | | |
| 8.16 | Restoration of Community Lifelines and Public Services | <i>Procedures are established for the timely restoration and/or replacement of full functioning of community lifeline and other critical infrastructure/facilities and vital public services following disaster events</i> | CoC Disaster Response Plan 2018 |
| 8.17 | Cost Documentation | <i>Producers are established to document costs to assist in obtaining adequate financial resources to fund repair and restoration</i> | PW Response-2019 |
| Command and Management | | | |
| 8.18 | Incident Command System | <i>PW has developed an Incident Command System</i> | PW Response-2019 |

ACKNOWLEDGEMENT:

The City of Coquitlam, *Public Works Response Plan and Division Operation Centre Guidelines*, is designed to enable the Public Works Division to organize, respond to and recover from, an emergency situation associated with natural, technological and/or man-made incidents affecting the Roads, Water, Sewer/Drainage and Fleet Operations Sections of the Public Works Division of the City of Coquitlam.

This Plan has been written under the direction of the City of Coquitlam, Public Works Division, Director Brad Lofgren, with contribution from the following:

- Brad Lofgren Director of Public Works, City of Coquitlam
- Shan Freeburn Water Superintendent, City of Coquitlam
- Kyle van Veen Sewer & Drainage/Capital Construction, City of Coquitlam
- Jeremy Scott Fleet Operations Superintendent, City of Coquitlam
- Inner Gill Roads Superintendent, City of Coquitlam
- Inder Tung Public Works Services Manager, City of Coquitlam
- Dan Holonko Public Works Applications Analyst, City of Coquitlam
- Julie Kennedy Office Supervisor, City of Coquitlam
- Pete Browne Pump Station Supervisor, City of Coquitlam
- Brett Hobkirk Storm Drainage Supervisor, City of Coquitlam
- Andrea Lyons Risk and Emergency Manager, City of Coquitlam
- Tara Pastora-Gomez Maintenance Management Systems Operator, City of Coquitlam

Approved by:  on June 9, 2020
Brad Lofgren, Director of Public Works

MODULE 1 : INTRODUCTION & OVERVIEW

This document has been developed for the **Public Works Division** of the City of Coquitlam Engineering and Public Works Department, and is an appendix to the City of Coquitlam Emergency Response Plan, 2019 version. It utilizes the City's response plan doctrine related to the identification and assessment of hazards, critical infrastructure and response plan structure.

PURPOSE & SCOPE

This plan describes how the Public Works Division and its Sections (Water, Sewer, Roads, Fleet Operations and the Utility Control Centre) will organize, assess, prioritize and support public works staff responding in the field during a major disaster. This plan provides the information, checklists and forms, required to support the Public Works Division establish a PW Division Operation Centre to respond to and begin recovery of an impending or actual disastrous event. This plan can be activated to support a single Section, or all of the Public Works Sections. The Public Works Division Operation Centre is dependent on the City of *Coquitlam's Emergency Operation Centre* for support, and will request such support in all events, perceived or actual, that over-capacitate the Public Works Division or any of its Sections

CONCEPT OF OPERATIONS

This plan has been developed using the BCEMS (British Columbia Emergency Management System), and ICS (Incident Command System) as the founding concept of operations. In the event of an emergency or disaster, the Public Works Division will provide personnel to staff the PW Division Operation Centre (PW-DOC) located at 500 Mariner Way. Those individuals not assigned to the PW-DOC will report for work on their normal schedule and perform their normal duties, or duties as assigned. They must be prepared to provide back-up and relief to those assigned to the PW-DOC.

PLAN STRUCTURE

This plan is structured to be utilized for training and as a reference guide during response. It is developed in three modules and four appendices, consisting of Job Action Sheets, Forms, a blank ICS Functional Chart and a Glossary.

Module 1: Introduction & Overview is an introduction and overview of the plan.

Module 2: PW Division Operation Centre articulates what, who, when, why and how to establish, operate and manage the PW Division Operation Centre.

Module 3: Business Continuity Strategies is intended to provide insight into assessing and setting priorities for the Public Work Sections business functions, critical infrastructure. It's intended to also identify applications in place or required to enable continued operation and/or maintenance of the City's Water, Sewer, Roads and Fleet Operations, utilizing standard business continuity strategies.

ASSUMPTIONS

- The City of Coquitlam and other Departments' and/or Divisions' response plans, which the Public Works Division response plan supports and/or is dependent on, are current and available to the PW Division, stored on site in the PW-DOC and the PW-DOC alternate location
- The staff identified as part of the PW-DOC Management Team, Branch, Group and Unit Coordinators and their alternates, have been trained to this plan and orientated to the City of Coquitlam's and if applicable, any Engineering & Public Works Departmental overarching Emergency Response Plan(s)
- The staff identified as PW-DOC Management Team, Branch, Group & Unit Coordinators, and their alternates will be available and able to carry out their designated responsibilities
- Staff required to support an emergency response in the field have received orientation to this plan and on site Incident Command.
- The PW Division Operations Centre and/or its alternate location will be available at the time of the disaster and equipped with the needed resources
- At least one copy of the Plan is stored off-site with other critical records
- Specific event plans (e.g. 2008 "Rain/Wind Storm", 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) when not manageable through day-to-day operations will be managed utilizing this Public Works Response Plan & Division Operation Centre Guidelines.
- This document is a "living document" and without on-going training, exercising, plan evaluation and plan revisions, it will become inadequate.

TRAINING & EXERCISES

It is imperative that training be undertaken by all staff designated, or with potential, to work within the PW Division Operation Centre. Training should be offered:

- Ongoing - via on-line or seminar orientation
- Annual drill and/or table-top (paper) exercises, either as the Public Works Division or independent Section(s)
- Annual table-top or functional exercises in coordination and concert with the City Emergency Operation Centre and/or the Engineering & Public Works Department

ADMINISTRATION

Maintenance & Revision

This plan has been developed under the direction of the City of Coquitlam, Public Works Division Director. All copies distributed are done so under his/her direction and are ultimately the property of the Public Works Division. Recall for the purposes of updating is a condition of accepting custody of this plan. Maintenance and revision of this plan is the sole responsibility of the Director of the City of Coquitlam Public Works Division or their delegate.

This plan will be reviewed and updated annually in conjunction with training and exercising, with the minimum of an annual review in January by the Director of the City of Coquitlam Public Works Division or their delegate

The following individuals have received hard copies of this Plan.

Distribution

| Title, Name | | Location | Received | Returned |
|-------------|---|--|----------|----------|
| 1 | Director of Public Works, Brad Lofgren | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 2 | Roads Superintendent, Inner Gill | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 3 | Water Superintendent, Shan Freeburn | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 4 | Sewer, Drainage & Capital Construction Superintendent, Kyle van Veen | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 5 | Fleet Superintendent, Jeremy Scott | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 6 | Public Works Services Manager, Inder Tung | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 7 | Public Works Applications Analyst, Dan Holonko | City of Coquitlam Works Yard 500 Mariner Way, Coquitlam | | |
| 8 | General Manager of Engineering & Public Works, Jaime Boan | City of Coquitlam City Hall 3000 Guildford Way, Coquitlam | | |
| 9 | Manager of the Emergency Management Office, City of Coquitlam, | City of Coquitlam City Hall 3000 Guildford Way, Coquitlam | | |
| 10 | City of Coquitlam EOC | City of Coquitlam City Hall, HR and ICT Training Rooms 2 nd Fl. 3000 Guildford Way, Coquitlam | | |
| 11 | PW Division Operation Centre | UCC ; City of Coquitlam Works Yard, 500 Mariner Way, Coquitlam | | |

MODULE 2 : PW DIVISION OPERATION CENTRE

THE DIVISION OPERATION CENTRE – THE PW-DOC

What is the PW-DOC

The PW Division Operation Centre is where the Water, Sewer, Roads and Fleet Operations crews (feet on the ground) request and receive support. It sets the priorities and allocates resources, both human and physical, based on priorities determined for the PW Division. It is the location from which control and coordination of the response on the ground, and advanced planning is orchestrated.

The individuals designated as part of the PW Division Operation Centre Management Team (Director, Operation Section Chiefs, Liaison, Information & Safety Officers) must jointly determine objectives, strategies, plans, resource allocations, and priorities together, working as a team to execute integrated incident operations and maximize the use of available/assigned resources.

The PW Division Operation Centre reports into and receives support from the Engineering & Public Works Department with a dual report into the City's EOC when activated.

The PW-DOC must be able to function on a 24/7 basis as required.

The PW-DOC will be staffed based on assessments and requirements of the current incident. Staffing at the PW-DOC may change based on current and projected situations, escalation of an event, and the needed PW-DOC functions.

Within British Columbia, events which require activation of an Emergency Operation Centre, Departmental Operation Centre, or Division Operation Centre, are managed utilizing the Incident Command System. This is a standardized approach to the command, control, and coordination of emergency response, which provides a common hierarchy within which responders from multiple agencies can be effective.

Incident Command System

The Incident Command System is based on five key principles and the establishment of five key functions.

FIVE KEY PRINCIPLES OF INCIDENT COMMAND:

1. Unity of Command

- each individual participating in the operation reports to only one supervisor, eliminating the potential for individuals to receive conflicting orders from a variety of supervisors
- this concept is fundamental to the ICS chain of command structure

2. Common Terminology

- the use of common terminology and consistent position titles simplifies communications with other agencies
- the use of common terminology for the description of resources and how they can be organized

3. **Management by Objective**
 - incidents are managed by objectives
 - objectives are ranked by priority, as specific as possible, attainable, and, if possible, given a working time-frame
4. **Flexible and Modular Organization**
 - Response is organized to expand and contract as needed by the incident scope, resources and hazards
5. **Span of Control**
 - any single person's span of control should be between 3 and 7 individuals, with 5 being ideal
 - if more than 7 individuals are being managed by a supervisor, the PW-DOC structure needs to be expanded (e.g. by establishing new Branches, Units etc.)

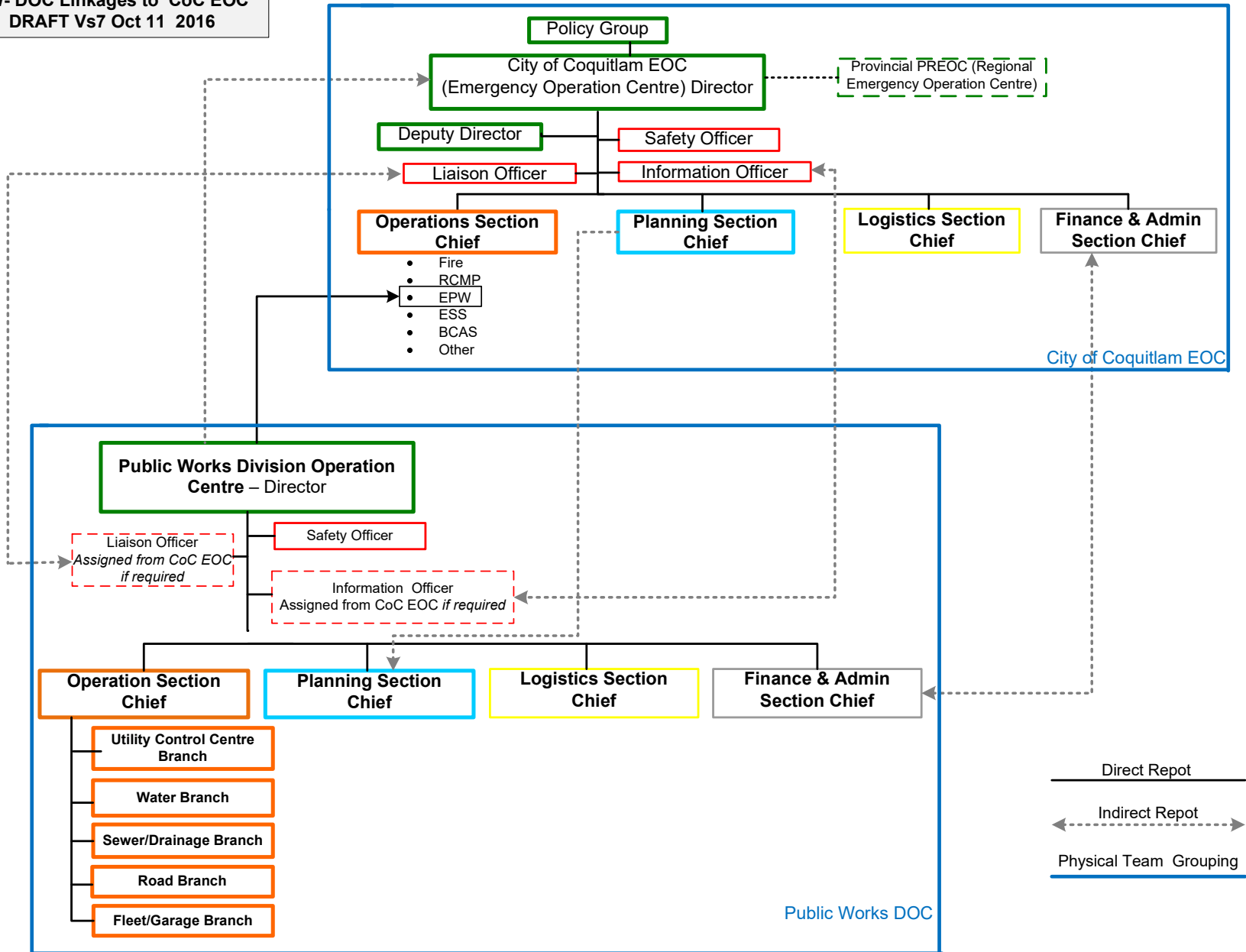
FIVE KEY FUNCTIONS OF INCIDENT COMMAND:

1. **Command**
 - sets objectives and priorities, has overall responsibility of the incident or event
2. **Operations**
 - conducts tactical operations to carry-out the plan, develops the tactical objectives, organizes, and directs all resources
3. **Planning**
 - develops the action plan to accomplish the objectives, collects and evaluates information
 - maintains resource status
4. **Logistics**
 - provides support to meet incident needs, provides resources and all other services needed to support the incident
5. **Finance / Administration**
 - monitors costs related to incident, provides accounting, procurement, time recording, and cost analysis

The diagram in Fig #1 depicts the City of Coquitlam's Emergency Operation Centre (EOC) structure utilizing the **Five Key Functions of Incident Command** and how the Public Works Division connects into that structure. Fig #2 represents the Public Works Division, Division Operation Centre (PW-DOC) structure when utilizing the **Five Key Functions of Incident Command**.

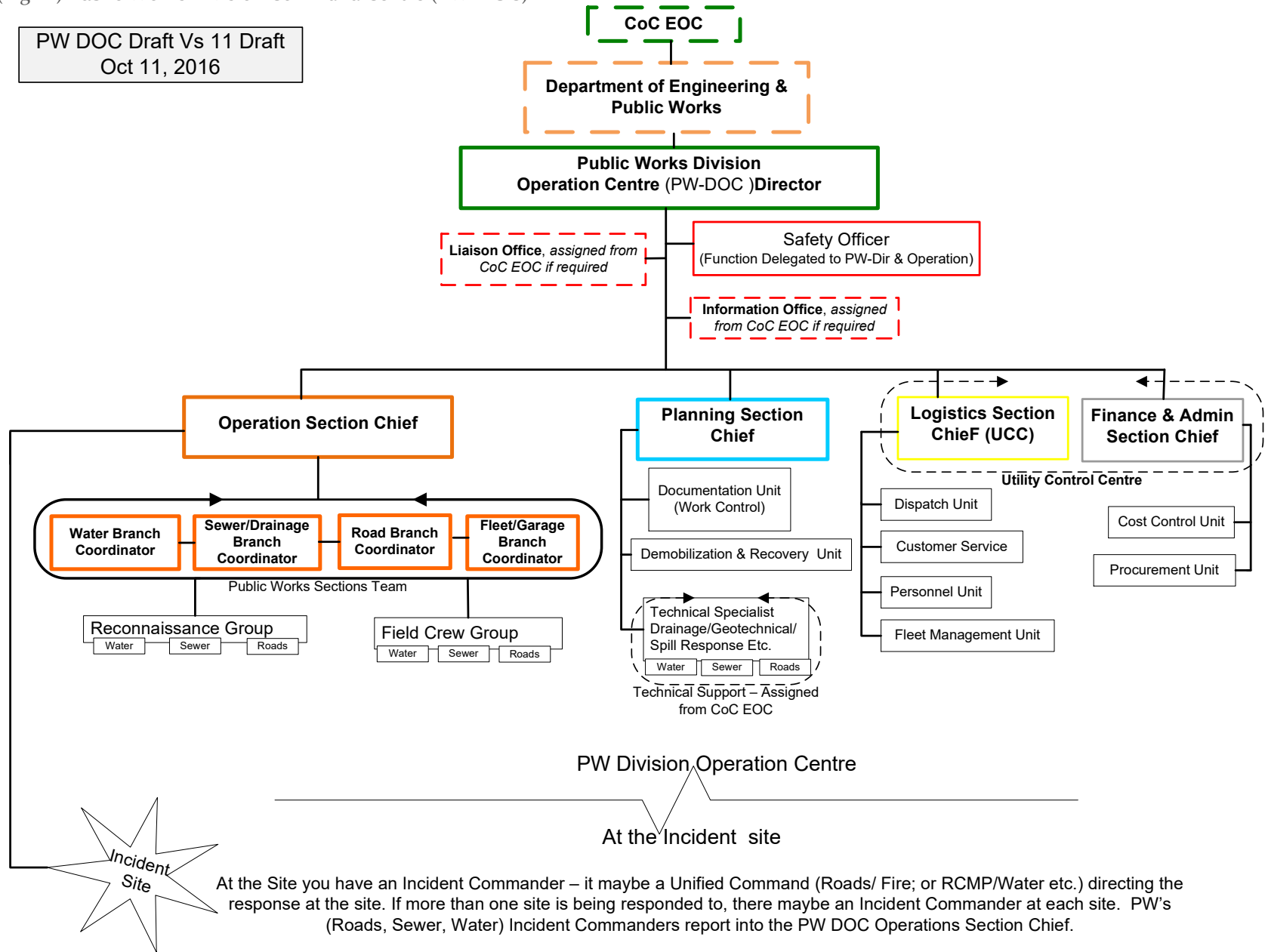
(Fig #1)PW Division Command Centre Relationship to City of Coquitlam EOC

PW- DOC Linkages to CoC EOC
DRAFT Vs7 Oct 11 2016



(Fig #2) Public Works Division Command Centre (PW-DOC)

PW DOC Draft Vs 11 Draft
Oct 11, 2016



Location

Primary PW-DOC location

The primary location for the Public Works Division Operation Centre is the Water-Sewer Building, 500 Mariner Way, main floor Board Room, utilizing adjoining offices as required.

Secondary PW-DOC location

The secondary location is the adjacent Vehicle Services Building Training Room, utilizing adjoining office as required.

Equipment

The following is a suggested list of basic equipment for a municipal Emergency Operations Centre's (EOC). As the PW Division Operation Centre is based on a smaller scale than the City of Coquitlam EOC – some of these items may not be required and/or may already be part of the supplies/equipment utilized in day-to-day operations in your Primary and Secondary PW-DOC locations

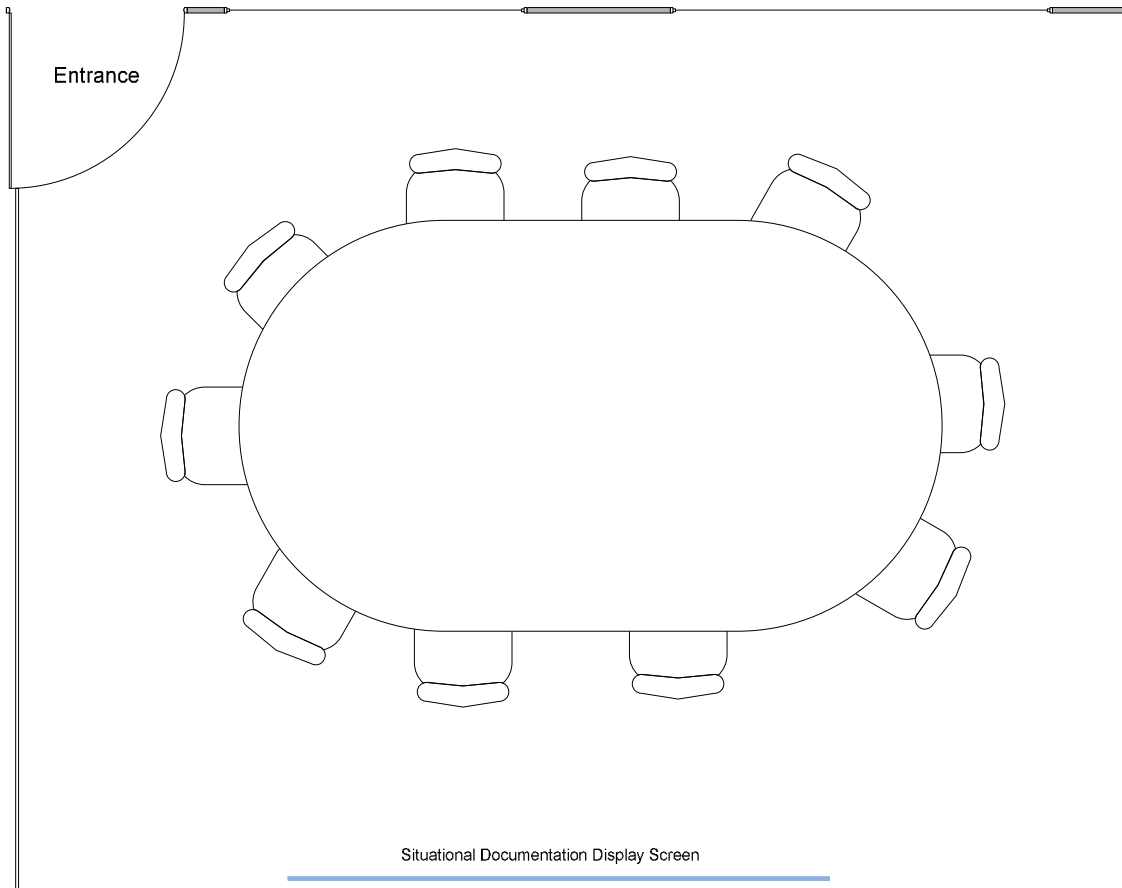
| Functionality | Communication/ Documentation | Staff Support | Misc. |
|---|--|--|---|
| <ul style="list-style-type: none"> • Tables • Desks • Chairs • Clock • Garbage cans • Shredding machine • Equipment chargers • In/Out boxes • File folders • Pens, stapler etc. • Calculators • Emergency operation plans – specific to PW and those with impact on PW • Photocopier • Printer • Calendar • Fax machine • Local area maps • Aerial maps of the area | <ul style="list-style-type: none"> • Computers • Internet • Telephone books • Television set – with cable access • VCR / DVD player • Telephones (unlisted) • Black/white board & pens • Display boards • Easel & flip paper • Projection screen • Overhead projector • Extra phone, cell phone and laptops • Radio - battery operated • Tape recorder & audio cassettes • Hard copy staff call back list | <ul style="list-style-type: none"> • Identification tags • Food storage cabinet • Access to nutritious supplies – energy bars, water etc. • Kettle • Stove • Blankets • Coffee pot, supplies • Cots • Food preparation, Serving utensils • Coat rack/ hangers • Personal hygiene supplies | <ul style="list-style-type: none"> • Extension cords • Flashlights • Camera • Extra telephone / internet cables • Extra batteries for equipment (cell phone, flashlight, radio etc.) |

It is highly recommended that a locking cabinet be dedicated to store supplies and/or equipment that are required, but not utilized or accessible from the primary and/or secondary location. This cabinet should also be utilized as the primary location for all response plans, devoted to and supplementary to the PW Division as well as a copy of all Sections staff call back list.

Layout & Set-Up

As each Section (Water, Sewer, Roads and Fleet Operations) has capacity to activate independently, the physical space required and its configuration will evolve depending on the Section activated and the Level of Activation. The activation of all Public Work Sections will require the use of multiple rooms within the building. Fig #3 is descriptive of the main meeting room on the first floor, which is designed the main meeting room where DOC Action Planning meetings will be convened. As noted above, space allocation must be flexible, and very dependent on the event. Sections can activate independently, but once two or more Sections are involved they must come together to ensure they jointly determine objectives, strategies, action plans, resource allocations, and priorities – working as a team to ensure there are integrated incident operations and to maximize the use of available resources.

(Fig #3) PW-DOC Main Meeting Room Layout



Security

The role of Security in the PW Division Operation Centre is to:

- guard against potential risks
- protect operations from the unauthorized disclosure of sensitive information;
- protect the facility, its occupants, and communications equipment and systems from relevant threats and hazards
- guard against access of non-authorized personnel

The Works Yard is monitored by close circuit televisions (video surveillance). If systems are down, staff should be delegated to do security checks at designated times, and/or additional security can be acquired through a contracted security company. Staff should always do security checks in pairs.

ACTIVATION CRITERIA

Activation Criteria / Triggers

It is far wiser to be proactive than reactive - much easier to wind-down, if the event is manageable, than to ramp-up, when unmanageable. The PW Division Operations Centre may be activated if at any time an emergency or disaster is anticipated or realized which does, or has capacity to:

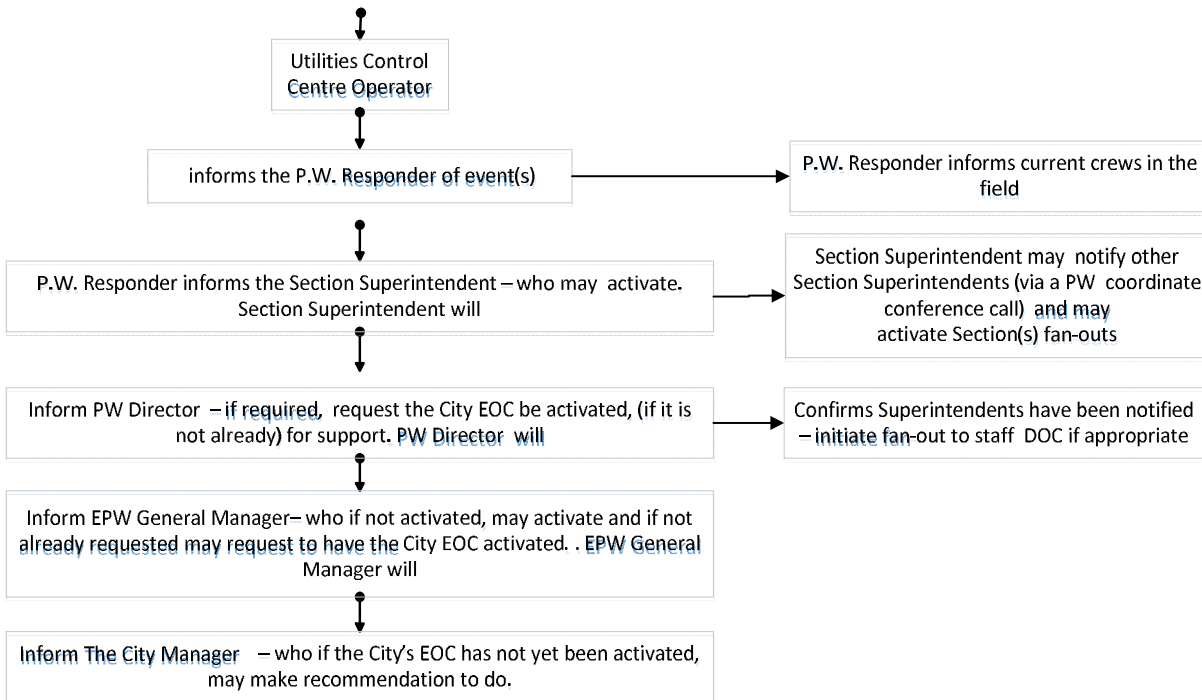
- surpass equipment and or resource needs of one or more of the Public Works Sections (Water, Sewer, Roads and/or Fleet Operations)
- surpass the coordination and/or communications needs of the Public Works Division
- require coordination between the other activated City Department/Division Operations Centre and or the City's Emergency Operation Centre
- require support of another City of Coquitlam Department/Division, City/Municipality or Agency

Authorization

This plan may be activated at the request of The City of Coquitlam's Emergency Operation Centre and/or any of the following: City Manager; General Manager, Engineering & Public Works, Operations; Director, Public Works; as well as any of the Public Works Superintendents.

Notification

Initial notification of an emergency, disastrous event, or serious situation can come from a variety of internal and external bodies: our Customer Service Centre, RCMP, Fire/Rescue, field crews, media, the public, other Municipalities, Health Authorities, BC Ambulance etc. All of these sources should be routed through to the Utility Control Centre Operator and, once received, the following notification process should occur.



Activation Levels

| PW-DOC Level | Situation (Could be any one or more of the following situations) | Task that you may be required to do | Suggested PW Division PW-DOC Notification and Staffing |
|---|--|--|---|
| <p>LEVEL 1 Alert or Minimal Activation (can be virtual)</p> <p>Activated at the request or advice of Public Works Director or above</p> | <p>The Level 1 activation is used for one or a combination of the following situations:</p> <ul style="list-style-type: none"> • a small or localized event, • only one Section or location is involved or minimal coordination or support is needed, • a potential threat exists but may not be directly affecting the Public Works Division, and/or • for monitoring or information only (i.e. no action is required until further development, a stand-by situation such as Y2K, Freshet(s) or Severe weather forecast. | <ul style="list-style-type: none"> • Provide intelligence and situational awareness • Ensure all relevant plans are accessible, reviewed and updated • Documentation consolidated and disseminated as appropriate • Activation coordinated with CoC EOC (Communications etc.) • Some afterhours stand-by staffing may occur • Preparations for moving to level 2 | <p>Consider Staffing (maybe Virtual Activation only via conference call)</p> <ul style="list-style-type: none"> <input type="checkbox"/> PW-DOC Director <input type="checkbox"/> Operations Section Chief <p>Consider Notifying</p> <ul style="list-style-type: none"> <input type="checkbox"/> Engineering & Public Work Division Manager, Section Supervisors, CoC EOC, if activated |
| <p>LEVEL 2 Partial Activation</p> <p>Activated at the advice of the PW-DOC Incident Commander, and/or Operations Section Chief</p> | <p>At this level PW-DOC functions should be in place to manage:</p> <ul style="list-style-type: none"> • a moderate event, • two or more PW Sections or Sites are involved, • Section coordination is required, • Resource coordination is required. | <ul style="list-style-type: none"> • PW-DOC established to provide PW Division-wide planning coordination and directions • More enhanced state of readiness – staff working in PW Division Operations centre, greater staffing of PW-DOC positions etc. • Monitoring internal staffing conditions • Move to a more coordinated and centralized approach for information sharing and dissemination through the PW-DOC operational structure • Longer term planning • Routine operations may be curtailed to manage the response • Evaluating situational awareness and continuing readiness of services • Reporting (SitReps) from Sections • Operational periods set – Action plans developed | <p>Staff</p> <ul style="list-style-type: none"> <input type="checkbox"/> PW-DOC Director <input type="checkbox"/> PW-DOC Safety Officer & Link to City Info Officer requested <input type="checkbox"/> Section Chiefs and Section staff as required <p>Notifying</p> <ul style="list-style-type: none"> <input type="checkbox"/> EPW Div Manager <input type="checkbox"/> CoC EOC Director <input type="checkbox"/> External agencies as needed |
| <p>LEVEL 3 Full Activation</p> <p>Activated at the advice of the PW-DOC Incident Commander and/or Operations Section Chief and/or The CoC EOC</p> | <p>This level is intended for events that are “larger” in nature or “longer” in duration, where all functions of the PW-DOC are required:</p> <ul style="list-style-type: none"> • a major or regional event, • multiple services or facilities are involved, • resource coordination is required, and/or • a Local State of Emergency is declared. | <ul style="list-style-type: none"> • Coordination with the City’s EOC – if not activated – make the request • Operations Centres may be staffed 24/7 • Other business activities maybe deferred or curtailed • Full detailed activities in several key area: Operations/Planning/Logistics/Finance and Admin | <p>Staff</p> <ul style="list-style-type: none"> <input type="checkbox"/> All required PW-DOC Sections and key positions <p>Notifying</p> <ul style="list-style-type: none"> <input type="checkbox"/> EPW Div Manager <input type="checkbox"/> CoC EOC Director External agencies as needed |

PW-DOC STAFFING:

This section of the Plan provides an overview of the roles and responsibilities of each Function (see recommendations for staffing in the Activation Level table), as well as a list of those with current training. More detailed “Job Action Sheets” can be found as Appendices. The Job Action Sheets are intended to be pulled out and utilized during both activation and training.

Some PW-DOC personnel may have more than one function or role. All PW-DOC personnel with designated positions or roles should familiarize themselves with the contents prior to an event and use this Guide only as a reference during a response.

Overview Functional Roles and Responsibilities

Command: sets the objectives and priorities and has overall responsibility at the incident or event

PW-DOC Director

- sets objectives and priorities, has overall responsibility at the incident or event
- reports to the City of Coquitlam EOC EPW Operations Section and/or Director
- provides overall management and direction for inter-Section coordination and PW-DOC operations
- in concert with the PW-DOC Management Team, identifies and sets priorities to support the response efforts in affected areas
- sets the Operational Periods
- ensures appropriate staffing is available for PW-DOC operations
- appoints the Management Team: Liaison Officer, Information and Safety Officers; Operations, Planning, Logistics and Finance Section Chiefs, as required
- approves public and media information releases prior to dissemination, in coordination with the Information Officer
- ensures the development of and approves Situation Reports and Action Plans, including sign-off prior to distribution, in coordination with the Planning Section Chief
- monitors all planning response and recovery actions
- ensures communications with other Division or Departmental DOC, if activated
- ensures the City of Coquitlam is kept informed, briefed regularly and provided with updates and recommendations of action
- is responsible for all Officer and Section Chief functions, if not assigned/delegated

See Appendix #1 Director – Job Action Sheets

PW-DOC Liaison (is requested from the City of Coquitlam)

- reports to the PW-DOC Director and, if activated, to the CoC EOC Liaison Officer
- acts as the main point of contact for and interacts with representatives from external agencies
- ensures adequate PW-DOC staffing and fills in as necessary enabling the PW-DOC to function effectively and efficiently
- assists the PW-DOC Director and PW-DOC Management Team by serving as an advisor, providing information and guidance, especially regarding PW-DOC processes and procedures, as required
- provides guidance and interpretation relating to the City of Coquitlam and other relevant Emergency Program Acts and related Regulations
- assists with the coordination and conduct of VIP / visitor tours, **not including the media**, and orientation of the PW-DOC facility

See Appendix #2 Liaison Officer – Job Action Sheets

PW-DOC Risk & Safety

- roles and responsibilities are delegated to the PW-DOC Director and the Operation Section
- ensures risk management practices are applied in the PW-DOC and on the ground
- ensures that every PW-DOC function contributes to minimize risks to staff and residences
- provides advice on health, safety, and risk management issues and practices in the PW-DOC and for PW-DOC personnel
- in consultation with the PW-DOC Director and Logistics Section Personnel Unit, ensures Worker Care is provided for all emergency workers in the PW-DOC, and provides similar support for workers in the field as needed
- liaises with Risk & Safety Officers in the City of Coquitlam's EOC if activated

See Appendix #3 Risk & Safety Officer – Job Action Sheets

PW-DOC Information (is requested from the City of Coquitlam)

The Information Officer reports to the PW-DOC Director and, if activated, to the CoC EOC Information Officer. When the City's EOC is activated, all actions are orchestrated in partnership with the CoC EOC Information Officer.

Internal Information

- in partnership with the City's EOC (if activated), develops staff messages and related FAQs (frequently asked questions and answers) to ensure consistent and accurate information is shared

Public Information

- in partnership with the City's EOC, if activated, ensures the public is provided with complete, accurate and consistent information regarding life safety, public health, relief and assistance, instructions and other pertinent information
- in partnership with the City's EOC, if activated, implements and maintains a public information line (a hotline) or a call centre, as required, to answer public inquiries and provide the public with updates and information

Media Information

- in partnership with the City's EOC, if activated, acts as the central contact point for all media agencies and personnel. Establishes and maintains contact with media representatives
- in partnership with the City's EOC, if activated, acts as the central coordination point for all media releases for the PW-DOC
- in consultation with the PW-DOC Director, determines the format, timing and content for media conferences and briefings
- monitors media broadcasts, web and written published materials for accuracy
- liaises with other Information Officers
- establishes and maintains contact with other Information Officers from other agencies as appropriate

See Appendix #4 Information Officer – Job Action Sheets

Operations: conducts tactical operations to carry out the plan, develops the tactical objectives, organization, and directs all resources

PW-DOC Operation Section Chief.

The following Branches and Groups may be activated under Operations: Water, Sewer, Roads and Fleet Operations Branches; Field Crew, and Reconnaissance Groups

- reports to the PW-DOC Director
- ensures that the appropriate Branches and Groups are activated and represented
- ensures the objectives and tasks identified in the PW-DOC Action Plan are implemented
- works closely with the Planning Section to develop and coordinate content for Situation Reports, Action Plans, advanced planning, and PW-DOC Status Board and Situation Map displays
- leads and conducts Operations Section briefings periodically to ensure the Operations Section staff are kept informed
- participates in and contribute to PW-DOC Management Team briefings
- is responsible for all Branch and Group functions under Operations not assigned/delegated
- supervises the Operations Section

See Appendices #5 Operation Section Chief and Group Supervisors #5-A through #5-G, for detailed Job Action Sheets

Planning: develops the PW-DOC situation reports, the Action Plan to accomplish these objectives, collects and evaluates information, maintains and records assignments and resource statuses

Advanced planning for wide-spread and/or large events will occur at the City EOC.

PW-DOC Planning Section Chief

- reports to the PW-DOC Director
- may have the following Units activated: Documentation (Work Control), Recovery, Demobilization and Technical Specialists
- collects, analyzes and displays the situation information
- prepares Situation Reports on behalf of the PW-DOC
- facilitates the Action Planning process so that PW-DOC Action Plans can be prepared and distributed
- tracks and provides an overall resource summary for the PW-DOC
- facilitates and prepares related reports as required
- establishes a system for documenting, filing and retrieving PW-DOC files, reports and documents
- assists the PW-DOC Director to facilitate PW-DOC Management Team briefings
- ensures all Section Chiefs and PW-DOC Management Staff complete the appropriate forms and reports which will be used as a basis for PW-DOC Situation Reports and PW-DOC Action Plans
- is responsible for all Unit functions under Planning not assigned/delegated
- supervises the Planning Section

See Appendix #6 Planning Section Chief and Unit Coordinators #6-A through #6-D, for detailed Job Action Sheets

Logistics: provides support to meet incident needs, and provides resources and all other services needed to support the incident

PW-DOC Logistics Section Chief

- reports to the PW-DOC Director
- may have the following Units activated: Dispatch, Customer Service, Personnel and Fleet Operations Management
- ensures ICT and telecommunication support and services are available to support PW-DOC operations
- coordinates the delivery of equipment, supplies and/or service providers
- coordinates and meets the needs for PW-DOC Operations, including facilities, security and basic human needs (food, hydration, rest/bathroom breaks etc.
- acquires necessary personnel to support the PW response and recovery efforts, including acquiring staffing, contractor and/or volunteer resources
- coordinates transportation needs for moving people and resources
- is responsible for all Unit functions under Logistics not assigned/delegated
- supervises the Logistics Section

See Appendix #7 Logistics Section Chief and Unit Coordinators #7-A through 7-D, for detailed Job Action Sheets

Finance / Administration: monitors costs related to the incident, provides accounting, procurement, time recording, and cost analyses

PW-DOC Financial Section Chief

- reports to the PW-DOC Director
- may have the following Units activated: Cost Control and Administrative Support
- provides clerical support to the PW-DOC
- purchasing, and/or new contract development to acquire equipment, supplies and/or new services
- provides financial processes and controls to record and manage the costs associated with the PW-DOC response and recovery efforts
- establishes and maintains the financial records associated with the PW-DOC response and recovery efforts
- provides financial reporting and auditing in support of the PW-DOC and emergency operations
- ensures PW-DOC personnel are advised of financial related policies and procedures in association with the PW-DOC operations, response and recovery activities
- ensures contractual and purchasing guidelines are followed
- is responsible for all Unit functions under Finance not assigned/delegated
- supervises the Financial Section

See Appendix #8 Financial Section Chief and Unit Coordinators #8-A through C, detailed Job Action Sheets

Staff Designations and current Training

| PW-DOC Positions | Primary Designations & Alternates | Table Top = TT, Exercise = Ex Orientation = O and Date |
|---|-------------------------------------|--|
| PW-DOC Director | 1. Director, Public Works | |
| | 2. Superintendent, Roads | |
| | 3. Superintendent, Water | |
| Liaison Officer | Appointed from CoC EOC | |
| Information Officer | Appointed from CoC EOC | |
| Risk & Safety Officer | 1. Director, Public Works | |
| | 2. All Operation Section Chiefs | |
| Finance Section Chief | 1. Service Centre Administrator | |
| | 2. UCC Clerk | |
| Operations Section Chief (when more than one Section impacted) | 1. Director, Public Works | |
| | 2. Superintendent, Sanitary & Storm | |
| Operations Section Chief Water | 1. Superintendent, Water | |
| | 2. Senior Maintenance Worker | |
| | 3. Senior Maintenance Worker | |
| Operation Section Chief Sewer | 1. Superintendent, Sanitary & Storm | |
| | 2. Senior Maintenance Worker | |
| | 3. Working Foreman | |
| Operations Section Chief Roads | 1. Superintendent, Roads | |
| | 2. Working Foreman | |
| | 3. Working Foreman | |
| Operations Section Chief Fleet Operations | 1. Superintendent, Fleet | |
| | 2. Working Foreman | |
| | 3. Lead Hand Mechanic | |
| Planning Section Chief | 1. Public Works Services Manager | |
| | 2. Work Control Technician | |
| Logistics Section Chief | 1. Public Works Services Manager | |
| | 2. Work Control Technician | |

PW-DOC Call-Out

The PW-DOC Director, once designated, will decide at which level to activate the PW-DOC and initiate and/or delegate the call-out of PW-DOC personnel as the situation dictates. A paper copy of staff home contact numbers can be found in the Emergency Contact Binder, located in the Utilities Control Centre office, main floor Austin Service Centre. As well, an electronic copy maintained by the Utility Control Centre staff can be found online.

Call Out Details for PW-DOC Staff

During PW-DOC call-outs, be sure to include, although not limited to, the following details and expectations:

- identify the purpose of the call (whether for information only or for action)
- provide a brief description of the event, known status, and PW-DOC activation levels
- advise to whom and to where the staff is to report, as well as what role s/he is to take, if different than the normal or pre-identified role
- indicate the urgency of the situation (how soon the person is needed)
- include anticipated shift information, if available or known
- indicate what supplies, equipment and personal items, if any, the staff member is to bring along
- identify which other person(s) the staff member is to call (further call out)
- provide any transportation and traffic information, if known, (e.g. road closures, by vehicle or not foot, photo identification, etc.)
- obtain confirmation of the staff member's current family status, emergency family contact information, availability to work if not immediately available, etc.
- have the staff confirm his/her understanding of the assignment details

Crew Call-Out

Call Out Details for Field Crew Staff

The Operation Section Chief and/or delegate will initiate calling in extra crew staff from the PW Sections (Water, Sewer, Roads, and Fleet Operations.) During Crew call outs, be sure to include, although not limited to the following details and expectation:

- identify whether they are required now or being placed on standby
- advise to whom and to where the staff is to report, and what role s/he is to take, if different than the normal or pre-identified role
- include anticipated shift information, if available or known
- indicate what supplies, equipment and personal items, if any, the staff member is to bring along
- provide any transportation and traffic information, if known (e.g. road closures, by vehicle or not foot, photo identification, etc.)
- obtain confirmation of the staff member's current family status, emergency family contact information, availability to work if not immediately available, etc.
- have the staff confirm his/her understanding of the assignment details

TRACKING COST / HOURS / RESOURCES

Normal tracking of cost, staff hours and resources will be maintained throughout the event.

Worker Care

In the case of the PW Division Operation Centre, everyone is responsible to each other for ensuring that basic needs are addressed. Regardless of the nature of the emergency/disaster, worker care is an essential component of any response. Embedded in the concept of worker care is the assumption that no one who sees a disaster is untouched by it regardless of role or function. Stress, trauma, and loss are experienced at both the individual and collective levels. This PW-DOC has a role in ensuring a safe, supportive, and well managed working environment. Workers should monitor their own stress levels and that of their colleagues; however, the function falls under the role of the Risk & Safety Officer, but ultimately is the responsibility of the Operation Centre's Director to ensure the following principles are enacted:

- Promote a calm atmosphere
- Promote the use of a quiet space
- Practice worker care (e.g. encourage those in charge to take breaks, eat healthy, go for a walk etc.)
- Foster a sense of purpose and optimism
- Promote easy access to nutritional foods and drinks
- Promote the assignment of buddies
- Promote a respectful teamwork environment
- Encourage those in charge to leave the Operation Centre to visit and support staff on the front line

Support to Staff In the Field

- Remind those in charge of line staff to schedule realistic shift schedules (no more than 12 hours and ideally less)
- Rotate responsibilities where possible in order to reduce the levels of stress and physical demands
- Promote the assignment of buddies.
- Ensure workers in the field have access to water, food and appropriate rest and bathroom breaks

Conflict Resolution

- Promote quick resolution of conflicts when they arise
- Assist in mediating differences of opinion

Decision-Making

- Provide consultation and support when difficult decisions have to be made
- Assist in mediating differences of opinion

DEACTIVATION

Deactivation is the orderly, safe, and efficient return of incident resources (human and nonhuman) to their original location and status. This includes personnel, volunteers, facilities, equipment, supplies, and other resources. The process can begin at any point of the emergency/disaster, but to facilitate accountability, it should begin as soon as the identified resource is no longer required. The PW-DOC Director will authorize the deactivation of the PW-DOC. Termination of the PW-DOC Operations could occur in phases or in its entirety, depending on the situation.

Criteria for deactivating PW-DOC operations may include one or more of the following:

- A particular PW-DOC Section or function is no longer needed
- Coordination of responding PW Sections and other Departments and resources are no longer required
- The event and/or incident(s) are contained and under control
- Response personnel and/or PW Sections have returned to normal duties

Deactivation Activities:

- All outstanding tasks must be assigned to someone for follow up and closure
- Deactivation of the PW-DOC operations can be achieved in phases, or all at once
- Exit interviews to capture lessons learned and identify strengths and areas of improvement
- Deactivation should be approved by the PW Director and/or the PW-DOC Director, while ensuring that the affected PW Sections and outside agencies are informed in a timely manner, stating the date / time of the closing of the PW-DOC and outstanding items that are of interest or pertinent to them
- Notify all partners/agencies internal and external that the PW-DOC has stood down

More detailed direction can be found within the Job Action Sheets found in the Appendices.

Record Keeping

Ensure all key actions, decisions and other relevant information is captured in some form of documentation. All written records, or lack thereof, as a result of PW-DOC operations may be used in a court of law. Follow your City of Coquitlam EOC guidelines on retention location and duration of all PW-DOC records.

After Action Reports

The purpose of an After Action Report is to analyze the management or response to an incident, exercise or event, by identifying strengths to be upheld and enhanced, as well as identifying potential areas of change and/or improvement.

After Action Reports are intended to be used as a tool to improve and enhance training, exercises, response and planning. After Action Reports provide analysis for lessons learned, best practices and recommendations for future planning, training, and exercise development. As improvement actions are identified and addressed, it is important that any relevant plans, policies and procedures are updated accordingly.

Operational Debriefing

Operational debriefing is a routine and formal part of an organizational response to a disaster. The purpose is to examine the “process and procedures” utilized. It is not intended to critique a person’s ability to perform – it is specific to process. The agenda is normally very concise: What worked well, what needs improvement. E.g. were instructions provided in clear concise manner, were forms helpful, available, were there breaks, access to food, beverages, paper etc. Operational debriefs should be undertaken at the end of each shift – short, round table feedback.

More detailed direction can be found within the Job Action Sheets found in the Appendices

Staff Debriefing

Staff debriefing is a formalized, structured method whereby an individual or group may seek professional support to help manage the stressful experience of a disaster. The Disaster Psychosocial program at dpsprogram@phsa.ca is a service of the Provincial Health Services Authority may provide support, or support may be available on an individual basis through the City of Coquitlam’s Employee and Family Assistance Program through the Human Resources Department.

MODULE 3 BUSINESS CONTINUITY STRATEGIES

WATER - BUSINESS CONTINUITY STRATEGIES

The Water Services Section provides, operates and maintains services that are necessary to supply good quality drinking water to the public. They must also maintain volume and pressure levels to meet the demand in fire flow situations, while continually maintaining and improving the water distribution network.

Responsibilities of this section are maintenance of water mains, water connections, water meters, fire hydrants, valves, pressure reducing stations, as well as ensuring good customer service.

Priority of Services

- | | |
|---|---------------------------|
| 1. Water Quality | 5. Leak Detection |
| 2. Demand Mtc. (incl. Refueling Generators) | 6. Program Mtc. |
| 3. Meter & PRV Mtc. | 7. Asset & Inventory Mtc. |
| 4. Hydrant & Valve Mtc. | 8. New Construction |

| Pumping Stations | Should identify firefighting - large businesses areas and/ or hospitals dependencies here? | Priority Rating | Major > 2 hrs. Moderate > 12 hrs. Minor <12 hrs. | Identify what these Pump Stations are dependent on to keep operational? | Overview: What is in place now, or needs to be in place to ensure the least possible impact or expedient leak detection |
|---|--|-----------------|--|---|--|
| Foster: 1650 Foster Ave 140 lps | Serves Southwest, as well as a supplementary supply to Zone 3 for fire protection and peak demand periods High draw at North Rd Low pressure | 1 | Major | Back-up Power / Generator supply for Metro Vancouver | Can run manually to supply Zone 3. Back-up Generator in place |
| River Heights Zone 2: 320 Hickey Drive 145 lps | Loss of supply to Foster during summer months | 1 | Major | Back-up Power / Generator supply for Metro Vancouver | Can run manually to supply Zone 2 Back-up Generator in place |
| River Heights Zone 3: 320 Hickey Drive 140 lps | High draw at North Road Low pressure | 1 | Major | Back-up Power / Generator supply for Metro Vancouver | Can run manually to supply Zone 3 Back-up Generator in place |

| Pumping Stations | Should identify firefighting - large businesses areas and/ or hospitals dependencies here? | Priority Rating | Major > 2 hrs. Moderate > 12 hrs. Minor <12 hrs. | Identify what these Pump Stations are dependent on to keep operational? | Overview: What is in place now, or needs to be in place to ensure the least possible impact or expedient leak detection |
|---|---|-----------------|--|---|---|
| Eagle Mountain 1907 Parkway Blvd. 25 lps | Service interruption in Summit Zone after 4 hours during summer | 1 | Major | Back-up Power / Generator supply | Can run manually to supply Summit Zone Back-up Generator in place |
| Noons Creek 1550 Eagle Mt. Drive 80 lps | Service interruption in Summit and Mountain zones after approximately 4 hours in summer | 1 | Major | Back-up Power / Generator supply | Can run manually to supply Mountain Zone and Plateau supply chain. Back-up Generator in place |
| Scott Creek Panorama Drive 183 lps | Service interruption in Summit, Mountain and Noons Creek zones after approximately 4 hours | 1 | Major | Back-up Power / Generator supply | Backed up by Briarcliff PS. Can run manually to supply Noons Zone and Plateau supply chain. Back-up Generator in place |
| Hoy Creek 1530 White Bark Place 271 lps | Service interruption in Summit, Mountain, Noons Creek and Scott Creek after approximately 4 hours during summer | 1 | Major | Back-up Power / Generator supply | Alternate supply from Plateau (~16% of Hoy Creek PS capacity) Can run manually to supply Scott Zone and Plateau supply chain. Back-up Generator in place |
| Pipeline Robson Dr. 341 lps | Loss of supply to Westwood Plateau through Hoy Creek | 1 | Major | Back-up Power / Generator supply | Can run manually to supply Hoy Zone and Plateau supply chain. Back-up Generator in place |

| Pumping Stations | Should identify firefighting - large businesses areas and/ or hospitals dependencies here? | Priority Rating | Major > 2 hrs. Moderate > 12 hrs. Minor <12 hrs. | Identify what these Pump Stations are dependent on to keep operational? | Overview: What is in place now, or needs to be in place to ensure the least possible impact or expedient leak detection |
|--|---|-----------------|--|---|--|
| Harper 3411 Harper Road 40 lps (logic) 70 lps (on hand) | Outage throughout service area | 1 | Major | Back-up Power / Generator supply | Can run manually to supply Burke Mountain Zone 4. Back-up Generator in place |
| David Avenue David Avenue between Shaughnessy & Oxford 190 lps (logic) 120 lps (on hand) | Service interrupted after 4 hrs. during summer | 1 | Major | Back-up Power / Generator supply | Can run manually to supply Harper Zone (Burke Mountain Zone 3). Back-up Generator in place |
| Plateau 1260 Lansdowne 76 lps | Loss of back-up to the zone. | 2 | Moderate | Back-up Power / Generator supply | This is a back-up provided to the Scott Zone. Back-up Generator in place |
| Mara 698 Lost Lake Drive Booster Station 3 lps | Serves Southwest Low pressure in Pinnacle/ Surf areas Gravity feed from the Burnaby Mountain Tank, a M.V. CI limited to 395 lps | 3 | Minor | Back-up Power / Generator supply | Burnaby Mountain Tank is backup by River Heights PS No Back-up Generator in place |

The Water Services Section provides, operates and maintains services that are necessary to supply good quality drinking water to the public. They must also maintain volume and pressure levels to meet the demand in fire flow situations, while continually maintaining and improving the water distribution network.

Responsibilities of this section are maintenance of water mains, water connections, water meters, fire hydrants, valves, pressure reducing stations, as well as ensuring good customer service.

Priority of Services

- | | |
|---|---------------------------|
| 1. Water Quality | 5. Leak Detection |
| 2. Demand Mtc. (incl. Refueling Generators) | 6. Program Mtc. |
| 3. Meter & PRV Mtc. | 7. Asset & Inventory Mtc. |
| 4. Hydrant & Valve Mtc. | 8. New Construction |

| Reservoirs | List impact of a reservoirs not being able to feed a pumping stations? | Priority Rating | Rating | Identify what these reservoirs are dependent on to keep operational? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a reservoir breach? |
|---|--|-----------------|--------|--|--|
| Foster Reservoir 1650 Foster Ave Elev 158m / Size 6532 M ³ | Impact to Foster PS | 1 | Major | Runs off Burnaby Mountain Tank a MV CI | Can run River Heights Zone 2 manually to supply this zone. |
| Summit Reservoir Plateau Blvd Elev 420m / Size 460 M ³ | Lose of storage in zone | 1 | Major | Runs off Eagle Mountain Pump Station | Zone remains operable by pumping from Mountain PS to work as a booster station |
| Mountain Reservoir Parkway Blvd Elev 360m / Size 1320 M ³ | Storage capacity reduced in Summit and Mountain zones. | 1 | Major | Runs off Noons Creek Pump Station | Can modify Noons Creek PS to work as a booster station |

| Reservoirs | List impact of a reservoirs not being able to feed a pumping stations? | Priority Rating | Rating | Identify what these reservoirs are dependent on to keep operational? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a reservoir breach? |
|--|---|-----------------|--------|--|--|
| Noons Creek Reservoir 1550 Eagle Mt Drive Elev 290m / Size 1700 M ³ | Storage capacity reduced in Summit, Mountain and Noons Creek zones | 1 | Major | Runs off Scott Creek Pump Station | Can modify operations of Scott Creek PS to work as a booster station. |
| Scott Creek Reservoir 2643 Panorama Dr. Elev 230m / Size 1755 M ³ | Storage capacity reduced in Summit, Mountain, Noons Creek and Scott Creek zones | 1 | Major | Runs off Hoy Creek Pump Station | Can modify operations of Hoy Creek PS to work as a booster station. |
| Hoy Creek Reservoir 1530 Whitebark Place Elev 180m / Size 1725 M ³ | Storage capacity reduced in Summit, Mountain, Noons Creek, Scott Creek and Hoy Creek zones. | 1 | Major | Runs off Pipeline Pump Station or Plateau Pump Station | Can modify operations of Pipeline PS to work as a booster station |
| Harper Reservoir 3419 Harper Drive Elev 210m / Size 538 M ³ | Loss of storage in zone | 1 | Major | Runs off David Pump Station | Can modify operations of David Avenue PS to work as a booster station |
| Crouch Reservoir 3647 Crouch Ave. Elev 105m/ Size 3800 M ³ | Not In Service (03/01/2020) | NIS | NIS | Not In Service (03/01/2020) | Gravity feed to zone |

The Water Services Section provides, operates and maintains services that are necessary to supply good quality drinking water to the public. They must also maintain volume and pressure levels to meet the demand in fire flow situations, while continually maintaining and improving the water distribution network.

Responsibilities of this section are maintenance of water mains, water connections, water meters, fire hydrants, valves, pressure reducing stations, as well as ensuring good customer service.

Priority of Services

- | | |
|---|---------------------------|
| 1. Water Quality | 5. Leak Detection |
| 2. Demand Mtc. (incl. Refueling Generators) | 6. Program Mtc. |
| 3. Meter & PRV Mtc. | 7. Asset & Inventory Mtc. |
| 4. Hydrant & Valve Mtc. | 8. New Construction |

| Metering Stations | List impact of these Metering Stations not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these Meter Stations dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a MS not working? |
|--|--|-----------------|--------|--|--|
| Oxford (Oxford Heights) Next to 1270 Oxford St 48 lps | Reduced pressure in higher elevation areas | 3 | Minor | Metering station to Victoria Lake-head area | Not Applicable |

The Water Services Section provides, operates and maintains services that are necessary to supply good quality drinking water to the public. They must also maintain volume and pressure levels to meet the demand in fire flow situations, while continually maintaining and improving the water distribution network.

Responsibilities of this Section are maintenance of water pump stations, water mains, water connections, water meters, fire hydrants, valves, pressure reducing stations, as well as ensuring good customer service.

Priority of Services

- | | |
|---|---------------------------|
| 1. Water Quality | 5. Leak Detection |
| 2. Demand Mtc. (incl. Refueling Generators) | 6. Program Mtc. |
| 3. Meter & PRV Mtc. | 7. Asset & Inventory Mtc. |
| 4. Hydrant & Valve Mtc. | 8. New Construction |

| Pressure Regulating Valves & Metering Stations | List impact of these vales not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|--|-----------------|--------|--|---|
| Westburnco Zone | | | | | |
| North Road/Gatineau MS | Several businesses (restaurants, retail) and residential | 1 | Major | No. Pressure reduced gravity feed from Metro Vancouver. | SCADA information and alarms |
| North Road / Loughheed MS | Several businesses (restaurants, retail) and residential | 1 | Major | No. Pressure reduced gravity feed from Metro Vancouver. | SCADA information and alarms |

| Pressure Regulating Valves & Metering Stations | List impact of these vales not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|--|-----------------|--------|--|---|
| Burnette Zone | | | | | |
| Jackson PRV & MS | Large industrial parks (Mayfair and Pacific Reach) and residential | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| King Edward Ave. PRV & MS | Large industrial parks (Mayfair and Pacific Reach) and residential | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Laval St. PRV & MS | Large industrial parks (Mayfair and Pacific Reach) and residential | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Nelson PRV & MS | Large industrial parks (Mayfair and Pacific Reach) and residential | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Dawes Hill PRV & MS | Large industrial parks (Mayfair and Pacific Reach) and residential | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Cape Horn PRV & MS | Large industrial parks (Mayfair and Pacific Reach) and residential | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |

| Pressure Regulating Valves & Metering Stations | List impact of these vales not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|--|-----------------|--------|--|---|
| Town Centre Zone | | | | | |
| Falcon Dr. PRV & MS | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Centre Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Lansdowne PRV & MS | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Centre Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Glen. PRV & MS | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Centre Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Barnet PRV | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Centre Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Pipeline PRV & MS | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Centre Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |

| Pressure Regulating Valves & Metering Stations | List impact of these vales not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|--|-----------------|----------|--|---|
| Lincoln PRV & MS | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Ctr. Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Christmas PRV & MS | Large multifamily developments and several businesses (restaurants, retail). Coquitlam Ctr. Mall. | 1 | Major | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Eagle Ridge PRV | Back Up PRV to Zone | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Coquitlam Lake Head Zone | | | | | |
| Pipeline North MS | Industrial area (gravel pits and concrete) and some residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Pipeline/Pathan MS | Industrial area (gravel pits and concrete) and some residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |

| Pressure Regulating Valves & Metering Stations | List impact of these vales not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|--|-----------------|----------|--|--|
| Dewdney Truck Zone | | | | | |
| Dewdney PRV & MS | Mostly residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Irvine PRV & MS | Mostly residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Westwood PRV & MS | Mostly residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| River Springs Zone | | | | | |
| Elizabeth Dr. PRV & MS | Mostly residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Parkland PRV & MS | Mostly residential | 2 | Moderate | No. Gravity feed from Metro Vancouver. | SCADA information and alarms |
| Burnaby Mountain Zone | | | | | |
| Pilot Dr. PRV | Mostly Residential | 2 | Moderate | No. Gravity feed from Metro Vancouver | Nothing – manual check required. |
| North Road/Chapman | Is a critical supply point. | 1 | Major | No. Gravity feed from Metro Vancouver. | River Heights Pump Station Zone 3 is the only other supply to this zone. Foster Pump Station can also supply this zone but will deplete the storage in the Foster Reservoir. |

| Pressure Regulating Valves & Metering Stations | List impact of these vales not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|--|-----------------|--------|--|---|
| Corona Cres. PRV | Residential area with this being the only supply. | 1 | Major | Gravity feed from Zone 3. | Nothing – manual check required. |
| Ebert Ave PRV | Residential area with some businesses with this being the only supply. | 1 | Major | Gravity feed from Zone 3. | Nothing – manual check required. |
| Thermal Dr. PRV | Residential area with this being the only supply. | 1 | Major | Gravity feed from Zone 3. | Nothing – manual check required. |
| Blue Mountain PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Capstan Cres. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Chilko Dr. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Dolphin St. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Daybreak Ave. PRV | Back up PRV to Zone | 3 | Minor | Gravity Feed from Starlight Zone | Nothing – manual check required. |
| Eagle Mountain Dr. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Hampton Gate PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Hickey Dr. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Laurentian Cres. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Mariner Way PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Parkway Blvd. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |

| Pressure Regulating Valves & Metering Stations | List impact of these valves not being able function? Again firefighting / businesses / hospitals / residential impact | Priority Rating | Rating | What are these valves dependent on to work – power, Pumping stations etc.? | What is in place now, or needs to be in place to ensure the least possible impact or expedient identification of a valve not working? |
|--|---|-----------------|----------|--|---|
| Parkway Dr. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Pinetree Way PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Plateau Blvd. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Robson Dr. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| Spuraway Dr. PRV | Back up PRV to Zone | 3 | Minor | | Nothing – manual check required. |
| North East Zone | | | | | |
| Harper Dr. PRV | Not In Service | | | | Nothing – manual check required. |
| Gislason Ave. Fill Valve | Back up PRV to Zone | 1 | Major | Not In Service (02/01/2020) | Nothing – manual check required. |
| Mitchell St. PRV | Not In Service | | | | Nothing – manual check required. |
| Coast Meridian PRV | Back up PRV to Zone. Residential/ Multi Family | 2 | Moderate | Gravity from Coast Head | Nothing – manual check required. |
| Oxford PRV | Sole Feed to Zone. Residential | 1 | Major | Gravity from Coast Head | Nothing – manual check required. |
| Soball PRV | Back up PRV to Zone. Residential/ Multi Family | 3 | Minor | Gravity from Coast Head | Nothing – manual check required. |

SEWER & DRAINAGE BUSINESS CONTINUITY STRATEGIES

The Sewer and Drainage Sections are responsible for maintaining the City of Coquitlam's sewerage and draining conveyance network. This includes all storm and sanitary sewer mains, service laterals, and pump stations.

Responsibilities of this Section are maintenance of sewer pump stations, sewer mains, sewer connections, flood control, as well as ensuring good customer service.

Priority of Services

- | | |
|--|--|
| 1. Restoration of Pump Stations to convey Sanitary flows | 5. Maintenance of Sanitary Sewerage Mains |
| 2. Restoration of Pump Stations to convey Storm flows | 6. Maintenance of Storm Sewerage Mains |
| 3. Respond to requests for plugged Sanitary Mains | 7. Respond to requests for flooding assistance |
| 4. Respond to requests for plugged Storm Mains | 8. Maintain flood watch |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|--|--|-----------------|------------------------------|--|-------------------------------------|
| <p>Chine</p> <p>Across from 1373 Chine Crescent</p> <p>3.9 HP</p> <p>Alarm - Dialer</p> | <p>Bank Instability</p> <p>Overflows to Ravine</p> <p>Overland flow to Sundial Creek</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 3 | 2.5 hours | <p>Portable Genset Required for Power Outage</p> | <p>Station has an Overflow Tank</p> |
| <p>Canyon</p> <p>Across from 941 Canyon Court</p> <p>4 HP</p> <p>Alarm - Edwards</p> | <p>Bank Instability</p> <p>Overflow to Storm System and into Sundial Creek</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 3 | 2.5 hours | <p>Portable Genset Required for Power Outage</p> | |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|--|--|-----------------|------------------------------|--|--|
| <p>Selkirk</p> <p>North of 947 Poirier</p> <p>11 HP</p> <p>Alarm - Edwards</p> | <p>Overflow through houses to Goulet Creek</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 3 | 2.5 hours | Portable Genset Required for Power Outage | <p>Fiberglass Well</p> <p>Flygt Pumps</p> |
| <p>Ultra</p> <p>Behind House at 834 Ultra Court</p> <p>6.5 HP</p> <p>Alarm - Dialer</p> | <p>Overflow and Erosion of Ravine</p> <p>Runs to Dalles Creek</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 3 | 2 hours | Portable Genset Required for Power Outage Difficult to Access | <p>Over 30 Years Old</p> <p>Very Old Concrete Well</p> <p>Revamped with new Flygt Pumps 1986</p> <p>Restrict Water Use to Mitigate</p> |
| <p>Mayfair</p> <p>Across from 974 Mayfair Court</p> <p>11 HP</p> <p>Alarm - Edwards</p> | <p>Bank Instability</p> <p>Overflow and Erosion of Ravine</p> <p>Runs to Sundial Creek</p> <p>Call EMBC if Overflows</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 3 | Varies with rain intensity | Portable Genset Required for Power Outage Difficult to Access | <p>Over 35 Years Old</p> <p>Very Old Concrete Well</p> <p>Revamped with new Flygt Pumps 1987</p> <p>Nonstructural Upgrades</p> |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|--|--|-----------------|------------------------------|--|---|
| City Centre 2910 Lougheed Hwy 110 HP x 2 Alarm - SCADA | Overflow (sever storm) to Scott & Hoy Creek Eq vulnerability (liquefaction) rated as low to moderate | 1 | 1 hour | Generator Diesel 120/208 & refueling required for all generators, TYP. | Large Fiberglass Well Flygt Pumps 200 HP installed new in 2014 |
| Salt Spring 1201 Gabriola Drive 10 HP Alarm - SCADA | Overflow to Maple Creek Susceptible to Coquitlam River Flooding Eq vulnerability (liquefaction) rated as moderate to high | 2 | 3 hours | Generator | Fiberglass Well Flygt Pumps Nonstructural Upgrades |
| Lincoln 3700 Hastings Port Coquitlam 10 HP Alarm - Edwards | Overflow to Maple Creek Susceptible to Coquitlam River Flooding Eq vulnerability (liquefaction) rated as low to moderate | 3 | 2.5 hours | Genset | Fiberglass Well Flygt Pumps Nonstructural Upgrades |
| Hockaday Next to 1400 Hockaday Street 10 HP Alarm - SCADA | Overflows to Coquitlam River Susceptible to Coquitlam River Flooding Eq vulnerability (liquefaction) rated as moderate to high | 2 | 1.5 hours | Generator Diesel 347/600 | Fiberglass Well |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|---|--|-----------------|------------------------------|--|--|
| <p>Hideaway</p> <p>Across from 2600 Dewdney Trunk Road (in front of the trailer park)</p> <p>2 HP</p> <p>Alarm - Edwards</p> | <p>Overflows through trailer park into Pinnacle Creek</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 2 | 2 hours | Portable Genset Required for Power Outage | <p>Concrete Manhole Type Well</p> <p>Flygt Pumps (single phase)</p> <p>Nonstructural Upgrades</p> |
| <p>Aberdeen</p> <p>2794 Aberdeen Avenue</p> <p>20 HP</p> <p>Alarm - SCADA</p> | <p>Overflows to Hoy Creek & Scott Creek</p> <p>Only Services the Chicken Processing Plant</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 2 | 1.5 hours | Generator Diesel 347/600 | <p>Fiberglass Well</p> <p>New Flygt 3140 Pumps in 1998</p> |
| <p>Lansdowne</p> <p>Lansdowne & Runnel</p> <p>70 HP x 3</p> <p>Alarm - SCADA</p> | <p>Overflows into Hoy Creek</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 1 | 1 hour | Generator Diesel 347/600 & refueling required for all generators, TYP. | <p>Very large concrete well with three Flygt pumps. Has building for generator and electrical.</p> <p>Nonstructural upgrades</p> |
| <p>Green Acres</p> <p>2945 Como Lake</p> <p>60 HP x 4</p> <p>Alarm - SCADA</p> | <p>Overflows from hydraulic grade on Greene St</p> <p>Potential backup into basements</p> <p>Susceptible to Coquitlam River flooding</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 1 | 1.5 hours | Generator Diesel 347/600 & refueling required for all generators, TYP. | <p>Check Genset. Refer to manual for bypass pumping if station or force main fails</p> <p>Building for electrical and generator. Two fiberglass wells complete with four Flygt pumps.</p> <p>No nonstructural upgrades</p> |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|--|--|-----------------|------------------------------|--------------|--|
| Victoria 3487 Victoria 20 HP Alarm - SCADA | Overflow into Smiley Creek Picks up for new development 2016 | 2 | 1-2 hours | Generator | Fiberglass Well Flygt Pumps installed new in 2010 |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|---|--|-----------------|------------------------------|---|--|
| Begin 99 Begin 10 HP Alarm - SCADA | Overflow into Townhouses Overflow into Como Creek Susceptible to Fraser River flooding Eq vulnerability (liquefaction) rated as low to moderate | 2 | 1 hour | Portable Genset if Overflow fails | Check Overflow Manhole behind PS Upgraded in 2006 |
| Coleman Beside 1851 Lougheed (Kal Tire) 20 HP Alarm - SCADA | Overflows from Manhole in Lougheed Highway Susceptible to Fraser River Flooding Eq vulnerability (liquefaction) rated as low | 3 | 3 hours | Portable Genset on Site | Fiberglass Well Flygt Pumps |
| Tupper Next to 923 Tupper Avenue 5 HP Alarm - Edwards | Overflows to Nelson Creek Susceptible to Fraser River flooding Eq vulnerability (liquefaction) rated as low to moderate | 3 | 3 hours | Portable Genset Required for Power Outage | Fiberglass Well Nonstructural Upgrades |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|--|--|-----------------|------------------------------|-----------------------------------|---|
| Schoolhouse North of 140 Schoolhouse Street (beside the creek) 10 HP Alarm - SCADA | Overflows to Booth Creek Susceptible to Fraser River Flooding Eq vulnerability (liquefaction) rated as low to moderate | 2 | 1.5 hours | Generator | Fiberglass Well Two Flygt Pumps installed 2006 |
| Adair At Nelson Street & San Daniele Lane 7.5 HP Alarm - Local | Overflow to Nelson and Mackin Creek Susceptible to Fraser River Flooding Eq vulnerability (liquefaction) rated as low to moderate | 2 | 3 hours | Generator | Fiberglass Well |
| Mill Creek Across 1200 Seguin beside creek 9.4 HP Alarm - Edwards | Overflow into Mill Creek Overflow into Como Creek Susceptible to Fraser River flooding Eq vulnerability (liquefaction) rated as low to moderate | 2 | 1.5 hours | Portable Genset if Overflow fails | Overflow Pond Fiberglass Well 2 Flygt pumps Nonstructural Upgrades |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|---|--|-----------------|------------------------------|--|---|
| <p>United</p> <p>Across from 2330 United Boulevard</p> <p>15 HP</p> <p>Alarm - Edwards</p> | <p>Overflow onto Road & to Leeder Creek</p> <p>Susceptible to Fraser River Flooding</p> <p>Eq vulnerability (liquefaction) rated as moderate to high</p> | 3 | 3.5 hours | Generator Diesel Mobile 600/240/208 | <p>Large Concrete Well</p> <p>Flygt Pumps</p> <p>Nonstructural Upgrades</p> |
| <p>Myrnam</p> <p>South West End of Myrnam Street 195 Schoolhouse</p> <p>30 HP</p> <p>Alarm - SCADA</p> | <p>Overflows to Booth Creek</p> <p>Susceptible to Fraser River flooding</p> <p>Eq vulnerability (liquefaction) rated as low to moderate</p> | 2 | 2 hours | Generator Diesel 347/600 | <p>Check Generator</p> <p>Fiberglass Well</p> |

| Pumping Stations | Impact of Service Disruption | Priority Rating | Storage Time Before Overflow | Dependencies | Existing Controls & Mitigation |
|---|--|-----------------|-------------------------------------|---|--|
| Luxton Square Grinder Pumps On Luxton Square Alarm - Local | Eq vulnerability (liquefaction) rated as low to moderate | 3 | NA | Responsibility of Property Owners | 5 Pump Stations Maintained by City Each Property Owner has their Own Pump Curtail Water Use if Pump Fails |
| Mayfair Grinder Pumps 23 Stations Mayfair Industrial Park (Glacier, Golden, North Bend) 2 HP Alarm - Local | Susceptible to Fraser River Flooding Eq vulnerability (liquefaction) rated as moderate to high | 2 | 1 hour (day) 2 hours (night) | Ensure no Power Loss at Stations 7, 11, 16 Portable Genset Required for Power Outage | Each Customer has an Individual Pump Curtail Water Use if Pump Fails #13 (2 x 7.5 HP Flygt Pumps) #22 (2 x 5 HP Meyers Pumps) All Others WGL20-53 2 HP Pumps |
| Oxbow 1925 Lodge Drive 3 HP Alarm - SCADA | Susceptible to Coquitlam River Flooding Eq vulnerability (liquefaction) rated as moderate to high | 2 | 3 hours | Private Pool at River Springs Complex Wet Well | Station has Overflow Fiberglass Well Flygt Pumps Installed in 1988 |
| Pacific Reach Methane Pacific Reach Park 0.5 HP Alarm - SCADA | Eq vulnerability (liquefaction) rated as moderate to high Methane Buildup in Storm Sewers with an Outage more than one week | 2 | 1-2 weeks | | Manual Monitoring of Storm Manholes |

| Dyke Inspection and Maintenance | Impact of Service Disruption | Priority Rating | Dependencies | Existing Controls & Mitigation |
|--|---|-----------------|--------------|--------------------------------|
| Fraser River at Maquabeak Park | Lower Lougheed Area (major transportation route) Industrial Area (financial impact) Colony Farms (Forensic Hospital) See Flood Inundation Maps | 1 | | |
| Scott Creek North of Como Lake Avenue | Impact Residential to the East Hydro Sub-Station to the South/East Green Acres Pump Station See Flood Inundation Maps | 2 | | |
| Mundy Flood Gate | Connects to Coquitlam River Dyke Impact to Rail Line Lougheed Highway See Flood Inundation Maps | 3 | | |
| Cedar Drive | Victoria to Gilleys Trail Blueberry Farms on Both Sides See Flood Inundation Maps | 3 | | |
| Coquitlam River on Karley Crescent | Residential on Karley Crescent Potential to Impact Shaughnessy South David Residential See Flood Inundation Maps | 3 | | |

| Outfalls & Slopes | Impact of Service Disruption | Priority Rating | Existing Controls & Mitigation |
|--------------------------|---|-----------------|--------------------------------------|
| Ingersoll Ave. | 4 story Apartment building and single family homes | 1 | Some stabilization work down in 1996 |
| Porter St. | Existing Severe Erosion Elementary School | 1 | |
| 944 Canyon Crt. | Existing Severe Erosion Runs out to Port Moody | 1 | |
| Poirier (North End) | Fall Protection Required Severe Erosion Residential Properties Would Affect Port Moody | 1 | |
| Miller Ave. | Outfall to Creek (Potential Debris Torrent) Residential Properties at Top of Bank | 2 | |
| Thomas Ave (West End) | Residential Properties School Potential to Washout to Port Moody | 2 | |
| 994 Sirmac Ave. | Residential Properties Potential to Washout to Port Moody | 2 | |

| Outfalls & Slopes | Impact of Service Disruption | Priority Rating | Existing Controls & Mitigation |
|-------------------------------------|---|-----------------|--------------------------------|
| Blue Mountain St. (North End) | High School | 2 | |
| Kelvin Crt. | Residential Properties Would Affect Slope at North End of Blue Mountain St. | 2 | |
| MacIntosh St. | Residential Properties Would Affect Slope at Kelvin Crt. And North End of Blue Mountain St. | 2 | |
| Lillian St. | Residential Properties Runs Out to Port Moody | 2 | |
| Gatensbury St. North of Bartlett | Residential Properties Runs Out to Port Moody | 2 | |
| Bayview Sq. | Residential Properties Runs Out to Port Moody | 2 | |
| 1335 Harbour Dr. | Residential Properties Runs Out to Port Moody | 2 | |
| 1455 Harbour Dr. | Residential Properties Runs Out to Port Moody | 2 | |
| Mayfair Crt. | Residential Properties Runs Out to Port Moody Affects Sanitation Pumps at Mayfair | 2 | |
| 1589 Harbour Dr. | | 2 | |
| 956 Poirier St. | Residential Properties Potential to Affect Port Moody | 2 | |

| Outfalls & Slopes | Impact of Service Disruption | Priority Rating | Existing Controls & Mitigation |
|----------------------------|--|-----------------|--------------------------------|
| 947 Poirier St. | Residential Properties Sanitary Pump Station at top of slope | 2 | |
| 1769 Harbour Dr. | No Access/Locked Gate Residential Properties Runs Out to Port Moody | 2 | |
| 1790 Harbour Dr. | Residential Properties Runs Out to Port Moody | 2 | |
| 1801 Baron Pl. | Residential Properties Runs Out to Port Moody | 2 | |
| Harbour Dr. (North End) | Fall Protection Required Residential Properties Runs Out to Port Moody | 2 | |
| 920 Fresno Pl. | Residential Properties Runs Out to Port Moody | 2 | |
| 936 Fresno Pl. | Residential Properties Runs Out to Port Moody | 2 | |
| 949 Fresno Pl. | Residential Properties Runs Out to Port Moody | 2 | |
| 962 Fresno Pl. | | | |
| 1963 Custer Cr. | | | |
| 838 Ultra Cr. | | | |
| 858 Thermal Dr. | | | |
| 916 Thermal Dr. | | | |
| 967 Thermal Dr. | | | |
| Thermal Dr./ | | | |
| Moray St. | | | |
| 1041 Corona Cres. | | | |

| Outfalls & Slopes | Impact of Service Disruption | Priority Rating | Existing Controls & Mitigation |
|--|------------------------------|-----------------|--------------------------------|
| 1081 Corona Cres. | | | |
| 1096 Corona Cres. | | | |
| Baker Dr. School | | | |
| 831 Baker Dr. | | | |
| Charles Best School (behind 815 Baker Dr.) | | | |
| 824 Signal Crt. | | | |
| 1292/1294 Durant Dr. | | | |
| 1300 Durant Dr. | | | |
| David Ave. & Lansdowne Dr. | | | |
| Blackwater Pl. Slope | | | |
| Shaughnessy St. Slope | | | |
| David Ave. Slope | | | |
| 401 Laurentian Cres. | | | |
| Laurentian Cres. (Trail to Kugler) | | | |

| Outfalls & Slopes | Impact of Service Disruption | Priority Rating | Existing Controls & Mitigation |
|--------------------|------------------------------|-----------------|--------------------------------|
| Pare Crt. | | | |
| 1901 Edgewood Ave. | | | |
| 1905 Rhodena Ave. | | | |

ROADS - BUSINESS CONTINUITY STRATEGIES

The Road Section of the Public Works Division provides services that are required to ensure the reliability and safety of the City of Coquitlam road and bridge network, through timely maintenance and repair. Road Section is also responsible for maintenance and irrigation service required to maintain the integrity of the City of Coquitlam owned dykes. Road Section is staffed 7 days a week, with 28 fulltime and two auxiliary. 24 staff are scheduled Monday to Friday 7am to 4pm, with two staff scheduled Thursday to Monday and two Saturday through Wednesday, 7am to 4pm covering the weekends. Statutory holidays are covered with a 2 person crew. A crew of 4 are on standby.

Priority of Services

1. Safe (free of hazards) Road and Sidewalk Surfaces for Vehicles and Pedestrians
2. Bridge Maintenance
3. Signs & Pavement Marking Maintenance
4. Street Cleaning
5. Vegetation Control
6. Providing Assistance to other Sections as Required.

| Roads Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|---------------------------------------|-----------------|---------------------------|--|---------------------------------------|
|---|---------------------------------------|-----------------|---------------------------|--|---------------------------------------|

Priority Road listings can be located in the "snow/ice priority routes" hard copy maps located on site, electronic copy accessed via CoC Intranet

| | | | | | |
|-------------------|--|----------|------|--|--|
| #1 Priority Roads | Hwy & major arterial routes impeded major connectivity, high capacity/lanes, and high usage and bus route | 1 | 1hr. | Contractor & Staff availability | <ul style="list-style-type: none"> • Contractor has capacity to meet contract demands • All staff are cross trained and capable of performing any function within the Section • Equipment and vehicles are regularly maintained – spare vehicles available from the yard |
| #2 Priority Roads | Minor artery traffic flow from one major artery to another, collects traffic from local roads and distributes to major arteries. Partially residential road with local destinations such as schools or parks | 1 | 1hr. | Operational equipment/vehicles Supplies | <ul style="list-style-type: none"> • One to two days supplies on site – gravel, blacktop etc. • Supplies off site are available from local vendor • In house asphalt hot-box (heater) equipped to run off propane, diesel and/or electric • Gas, diesel, propane available on site – equipped with back-up power |

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2. Bridge Maintenance
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4. Street Cleaning
5. Vegetation Control
6. Providing Assistance to other Sections as Required.

| Roads Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|---------------------------------------|-----------------|---------------------------|--|---------------------------------------|
| Bridge Maintenance | Como Lake @ Lougheed | 1 | | | |
| | Lougheed @ CPR Overpass | 1 | | | |
| | Lougheed @ Scott Creek | 1 | | | |
| | Mariner Overpass | 1 | | | |
| | Trans Canada Hwy Overpass @ North Rd. | 1 | | | |
| | North Rd. @ Burnett Riv. | 1 | | | |
| | North Rd. over CN & BCR Tracks | 1 | | | |
| | David @ Coquitlam Riv. | 2 | | | |
| | David @ Hyde Creek | 2 | | | |
| | David @ Scott Creek | 2 | | | |
| | Dewdney Trunk @ East of Lougheed | 2 | | | |

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Priority of Services

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2. Bridge Maintenance
3. Signs & Pavement Marking Maintenance
4. Street Cleaning
5. Vegetation Control
6. Providing Assistance to other Sections as Required.

| Roads Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|---------------------------------------|-----------------|---------------------------|--|---------------------------------------|
| Bridge Maintenance Continued | Gislason @ Smiling Creek | 2 | | | |
| | Gislason @ Watkins Creek | 2 | | | |
| | Johnson North of Glen Dr. | 2 | | | |
| | King Edward Overpass | 2 | | | |
| | Lucille Starr East of Schoolhouse | 2 | | | |
| | Quarry @ Deiner Creek | 2 | | | |
| | Quarry @ MacIntyre Creek | 2 | | | |
| | Quarry @ Munro Creek | 2 | | | |
| | Rogers West of Burbidge | 2 | | | |
| | Schoolhouse North of Lougheed | 2 | | | |
| | Victoria @ Partington Creek | 2 | | | |

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Priority of Services

1. Safe (free of hazards) Road and Sidewalk Surfaces for Vehicles and Pedestrians
2. Bridge Maintenance
3. Signs & Pavement Marking Maintenance
4. Street Cleaning
5. Vegetation Control
6. Providing Assistance to other Sections as Required.

| Roads Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|---|-----------------|---------------------------|--|---------------------------------------|
| Bridge Maintenance Continued | Woolridge West of Schoolhouse | 2 | | | |
| | Marguerite @ Hyde Creek | 2 | | | |
| | Burke Village Prom @ Smiling Creek | 3 | | | |
| | Gauthier Pedestrian Underpass | 3 | | | |
| | Hoy Creek Pedestrian Bridge | 3 | | | |
| | Johnson North of Glen Pedestrian Bridge | 3 | | | |
| | Lougheed @ Dewdney Pedestrian Bridge | 3 | | | |
| | 2901 Lougheed @ Scott Creek Pedestrian/MUP Bridge | 3 | | | |

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Priority of Services

1. Safe (free of hazards) Road and Sidewalk Surfaces for Vehicles and Pedestrians
2. Bridge Maintenance
3. Signs & Pavement Marking Maintenance
4. Street Cleaning
5. Vegetation Control
6. Providing Assistance to other Sections as Required.

| Roads Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|---|-----------------|----------------------------|---|--|
| Snow & Ice Control | Potential major safety and access implications | 1 | Depends on Priority Rating | Staff Availability Operational Equipment/Vehicles/Supplies | All staff are cross-trained and capable of performing any function within the Section |
| | Local Roads carrying low volumes of traffic. Traffic is funneled to roads of higher priority Residential, low traffic volumes | 2 | 8+ Hrs | | Equipment and vehicles are regularly maintained--spare vehicles available from the yard One-to-two days of supplies on site. Brine spray and salt |
| | Low use, low density & low volume residential or density urban areas. Public access destination roads, parking lots, alleys and other narrow roads in dense areas | 3 | 8+ Hrs | | |

UTILITY CONTROL CENTRE - BUSINESS CONTINUITY STRATEGIES

The Public Works UCC (Utility Control Centre) is located at the Coquitlam Works Yard, 500 Mariner Way, Coquitlam. The UCC is comprised of 8 permanent staff (one Work Control Technician, one Work Control Clerk, one Maintenance Management System Operator, 4 full time Utility Control Operators and one regular part time Utility Control Operator), with 3 auxiliary staff available. The UCC is the point of contact for the Public Works Responder to address after hours emergencies; is responsible for monitoring and reporting of anomalies within the SCADA, receiving and recording of customer service calls, entering work requests into the Maximo system, and dispatching of emergency crews. UCC also monitors yard security and the working alone program. The UCC operates 7 days a week, 24 hours day, including holidays.

Priority of Essential Services (sample)

- | | |
|--|--------------------|
| 1. Monitor SCADA | 5. Yard Security |
| 2. Customer Service | 6. Admin Support |
| 3. Prioritizing Incoming Requests | 7. Key Maintenance |
| 4. Maintaining the “Working Alone” program | |

| UCC Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|--|--|-----------------|---------------------------|---|---|
| <p>Monitor SCADA</p> <p>It is assumed this function will report in through Logistics as SCADA & Electronics Unit on activation of the PW-DOC</p> | <p>24/7/365 Monitor.</p> <p>If the system goes down all pumps, lifts, reservoirs and pressure regulators are running blind – unable to detect any anomalies or warnings regarding the supply of water to fire hydrants, residents /businesses, drainage of low-lying land, and the removal of sewage to processing sites</p> | <p>1</p> | <p>30 min</p> | <p>Dependent on minimum of one staff to monitor computers</p> <p>Access to dedicated computer with appropriate software program loaded</p> <p>power to operate said computers and provide light</p> | <p>Have approximately a pool of 10 staff trained to monitor SCADA</p> <p>2 backup computers on site in Water Area & SCADA Technician Shop</p> <p>System can be accessed via internet at home – need both knowledge and system access – currently only the SCADA Technician has capability to do this from off-site.</p> <p>Works Yard is equipped with generators</p> |

| UCC Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|--|---|-----------------|---------------------------|--|---|
| <p>Customer Service</p> <p>Customer Service lines revert to the UCC when City Hall is closed.</p> <p>It is assumed this function will report in via Logistic as the Dispatch and</p> <p>Customer Service Units on activation of the DOC</p> | <p>Inability to receive, record and response to customer service calls ensures a lack of situational awareness of the impact of the event within the community, impacting the ability to prioritize the restoration of services</p> | <p>2</p> | <p>1 hour</p> | <p>One staff is dedicated to this function when lines are forwarded to UCC</p> <p>Access to paper, pen, Working phone line</p> <p>Working computer with access to functioning Network</p> <p>Power to operate computer and light</p> | <p>UCC Operators, Clerks and Management are trained to man Customer Service lines (10 plus) – as well as 4 customer Service Agents out of City Hall.</p> <p>Line capacity can be increased by six lines, once all lines are full Callers would fall into a queue. We'd need ICT to amend the message</p> <p>Paper records can be kept, with work orders being dispatched via radio if phone and computer systems down</p> <p>Works Yard is equipped with generators</p> |
| <p>Maintaining the “working alone” program</p> <p>It is assumed this function will be performed via Operation under the appropriate “Branch Coordinator” on activation of the PW-DOC</p> | <p>Inability to maintain awareness of staff working alone in the field increase the risk to staff</p> | <p>3</p> | <p>1 hour</p> | <p>Dependent on man power, knowledge of system(s) phone and/or radio systems</p> | <p>This is a paper based system – staff report in at a designated time – via phone, cell phone or radio</p> |

| UCC Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|--|-----------------|---------------------------|--|--|
| Yard Security | Camera and alarm system monitor access of unauthorized personal on the premises | 4 | 48 hours + | Dependent on man power to monitor cameras and alarms, power to run cameras and alarms as well as computer work stations which are dependent on power | Work yard has access to portable backup generators Function can be performed manually via walk-about |
| Admin Support | Impairs UCC ability to function efficiently | 4 | 48 hours + | Dependent on man power and knowledge of office systems | Can pull staff from other areas |
| Key Maintenance | Function of maintaining building & vehicle | 4 | 72 hours + | Dependent on access to Work Yard | Spare vehicle keys are also maintained in the garage |
| Maintenance of Electronic DB | Maintain accurate contact list – staff, contractors etc. Outdated contact ensure no contact when electronic systems are down | 4 | 72 hours + | Dependent on man power and access to DB as well as correct information | Access to the dB is available off site via the City Network Can maintain paper correction until access to dB is enabled. Paper copy of Staff home phone contacts is available in the UCC |

FLEET OPERATIONS - BUSINESS CONTINUITY STRATEGIES

The City of Coquitlam's garage is located at the Public Works Yard, 500 Mariner St, Coquitlam. The Garage has one Manager, one Foreman, one Working Foreman, eight Mechanics, one Yard/Shop Maintenance Worker, and two clerical staff. The Garage is responsible for the inspection, repair, maintenance, and tracking of all City owned equipment. The equipment that is serviced ranges from small tools, such as, weed eaters and chainsaw's, to larger equipment such as Fire Trucks and Backhoe's. The garage operates Monday to Friday, 7:00 am to 4:00 pm under normal circumstances and has people on call 24/7 in the event of an emergency.

Priority of Essential Services

- | | |
|--|--|
| 1. receive maintenance requests (Maximo) | 5. maintain garage inventory |
| 2. daily maintenance & servicing of Fire vehicles | 6. preventative maintenance and warranty programs |
| 3. daily maintenance and servicing non-fire vehicles | 7. prepare, review vendor invoicing |
| 4. repair & maintenance of equipment & components | 8. arrange purchase and delivery of new vehicles & equipment |

| Fleet Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|---|---|-----------------|---------------------------|--|--|
| Human Resources | Lack of adequate staff will impact both timelines and efficiency | 1 | 2hrs Mechanic | Mechanic | 3 trained for supervision duties 8 mechanics with cross training |
| | | | 12hrs Supervision | Supervisor | |
| | | | 24hrs Clerical | Clerical Duties | |
| | | | 48hrs Maintenance | Shop Maintenance | |
| Work and Maintenance Requests | Provides process for work orders to be receive, prioritized and tracked | 1 | | Service is dependent on the Maximo software system and man power knowledge to input and output from the system Access to a computer and power | Work orders can be documented manually and entered into the system at a later date Work yard is equipped with portable back-up generators |

| Fleet Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|--|--|-----------------|---------------------------|---|--|
| Maintenance & Servicing for Fire | Fire vehicles are not available, not reliable and/ or not operating at full capacity | 1 | | Access to vehicle requiring repair Access to trained mechanic and equipment Power | Mechanics can be dispatched to site More than one mechanic has training to work on fire vehicles Work yard is equipped with portable back-up generators Garage has parts inventory on hand Vehicles are well maintained |
| Maintenance & Servicing for Fleet | Vehicles are not available, not reliable and/ or not operating at full capacity | 2 | | Access to vehicle requiring repair Access to trained mechanic and equipment Power | Mechanics can be dispatched to site More than one mechanic has training to work on fleet vehicles Limited spare vehicles available Work yard is equipped with portable back-up generators Garage has parts inventory on hand Vehicles are well maintained |

| Fleet Critical Business Function or Service | Impact of Function/Service Disruption | Priority Rating | Maximum Acceptable Outage | Function/Service Delivery Dependencies | Existing Controls or Mitigation Steps |
|--|---|-----------------|---------------------------|---|--|
| Repair of Equipment & Components | Equipment is not functional and/or operating at full capacity | 3 | | Access to vehicle requiring repair Access to trained mechanic and equipment Power | Parts are stored both in the onsite parts room as well as Stores. Most repair parts are ordered as needed from local suppliers Work yard is equipped with portable back-up generators Garage has parts inventory on hand |
| Maintain garage inventory | Lack of parts to repair vehicles and/or equipment | 4 | | | |
| Maintain & Monitor preventative maintenance | Breach of warranty, shortened life of equipment and or vehicles | 5 | 72 hours + | | |
| Vendor invoicing | | 5 | | | |
| Purchasing / delivery of new equipment | | 5 | | | |

APPENDICES

OVERVIEW COMMAND

Overall emergency response and recovery responsibility is within the CoC (City of Coquitlam) Public Works Division. Under their direction, the PW-DOC Director sets objectives and priorities for Public Works Divisions response efforts in the affected Water, Sewer, Roads, Fleet Operations and UCC Sections.

PW-DOC Director

- a member of the Management Team who is responsible for the overall management of the incident response
- ensures that all actions are accomplished within the priorities established
- establishes the appropriate staffing level for the PW Division Operation Centre and continuously monitors organizational effectiveness to ensure that appropriate modifications occur as required
- ensures that inter-Section coordination is accomplished effectively
- participates in the development, implementation and authorization of the Action Plan
- may establish and assign the following Management Team, when there is a need
- works closely with all Section Chiefs and PW-DOC Staff
- will be responsible for any Section not established
- supervises the Management Team
- reports to the CoC Engineering Public Works Branch, within the CoC's EOC Operations Section or designate

Management Team

Is comprised of the Director and Officers (Risk & Safety Officer, Liaison Officer, and Information Officer) and Section Chiefs (Operations, Planning, Logistics and Finance).

PUBLIC WORKS DIVISION DIRECTOR MISSION

1. To provide overall management and direction for the PW Division Operation Centre response and recovery strategies
2. In concert with the PW-DOC Management Team, identify and set priorities to support the response and recovery efforts in affected areas.
3. Ensure an action plan is developed for each operational period
4. Monitor all planning response and recovery actions
5. Provide support and coordination to the PW Sections
6. Establish staffing levels for the PW-DOC and monitor effectiveness
7. Ensure communications with the City of Coquitlam EOC's, if activated.
8. In consultation with the PW-DOC/CoC EOC Information Officer, direct appropriate internal and external information, using the best methods of dissemination. Approve the issuance of media releases, and other public information materials as required from the PW Division.
9. Ensure the Engineering and Public Works Department is kept informed, briefed regularly and provided with updates and recommendations of action.

Position Assigned to: _____

You report to: _____ Engineering & Public Works Operation
Section Branch Coordinator and/or the City

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain briefing from whatever sources are available
- Access specific event plans (e.g. 2008 "Rain/Wind Storm", 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) if appropriate
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Determine if the Public Works Division Operation Centre will be located at 500 Mariner Way, Coquitlam, main floor board room, or the alternate site.
- Determine appropriate level of activation for PW-DOC based on situation as known, and mobilize appropriate personnel
- Determine which Officer positions are required and ensure they are filled as soon as possible:
 - Information Officer
 - Liaison Officer
 - Safety Officer

- Determine which Sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their Sections as required:
 - Operations Section Chief
 - Logistics Section Chief
 - Planning Section Chief
 - Finance Section Chief

- Ensure a PW-DOC organization and staffing chart is developed, posted and arriving team members are assigned appropriate roles.
- Schedule the initial PW-DOC Action Planning meeting (PW-DOC Form 401 PW-DOC Management Team Briefing Agenda) working with Planning Chief to prepare the agenda to:
 - Determine initial response objectives
 - Select appropriate strategies to accomplish objectives
 - Delegate the necessary tasks
 - Determine the appropriate Operational Period
 - Planning Section to summaries into Action Plan (PW-DOC Form 502)
- Obtain personal telecommunication equipment if required

INTERMEDIATE & ONGOING

- Monitor Management Team activities
- Monitor all planning response and recovery actions
- Establish Operational Period
- In coordination with the PW-DOC Management Team, identify priorities and management function objectives for PW-DOC Action Planning Meetings
- Convene initial PW-DOC Action Planning meeting. Ensure that all Section Chiefs and Management Team members are in attendance.
- Once Action Plan is completed by the Planning Section, review, approve and authorize its implementation
- Ensure that the Liaison Officer is providing for and maintaining effective external agency coordination
- Conduct periodic briefings with the Management Team to ensure response priorities and objectives are current and appropriate
- Conduct periodic briefings for the Engineering and Public Works Department and the City of Coquitlam EOC if activated
- Approve resource requests not included in Action Plan, as required

SHIFT CHANGE

- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached if needed
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Authorize demobilization of Sections, Branches and Units when they are no longer required
- Ensure that any open actions not yet completed will be handled after demobilization
- Ensure that all required forms or reports are completed prior to demobilization
- Ensure that an PW-DOC After Action Report is prepared in consultation with the Planning Section and Management Team
- Terminate emergency response and proceed with recovery operations.
- Deactivate PW-DOC when the emergency event no longer requires the PW-DOC activated.

#2 JAS (JOB ACTION SHEET) LIAISON OFFICER

This position should be assigned by the City of Coquitlam EOC and may sit in the PW PW-DOC or be located at the City of Coquitlam EOC

LIASON OFFICER MISSION

1. The Liaison Officer functions as a point of contact for, and interaction with, representatives from external and internal agencies
2. To liaise with external EOC's / PW-DOC's or other organizations as required
3. Assist and serve as an advisor to the PW-DOC Director and Management Team as needed, providing information and guidance related to the external functions of the PW-DOC
4. Assist the PW-DOC Director in ensuring proper procedures are in place for directing external representatives, communicating with community organizations, and conducting VIP/visitor tours of the PW-DOC facility
5. To liaise with local authorities other PW-DOC's and/or EOC's,

Position Assigned to: _____ they are on-site or can be reached at (Phone) _____ (E-Mail) _____

You report to: PW-DOC Director _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC if working out of the PW-DOC
- Report to and obtain a briefing from the PW-DOC Director and whatever sources are available
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Establish, as required, communication linkages
- Attend briefing sessions with the Management Team
- Obtain personal telecommunications equipment if required

INTERMEDIATE & ONGOING:

- Maintain an Activity Log Sheet and any other relevant forms
- Participate in PW-DOC Action Planning and Management Team meetings
- Assist the PW-DOC Director and Management Team in developing overall PW-DOC priorities as well as priorities for the initial Action Plan

- Provide external and non-represented agencies' information to the Planning Section to assist in the development, continuous updating and implementation of PW-DOC Action Plans
- Ensure that all notifications are made to required external organizations
- Respond to inter-organizational requests
- Advise the PW-DOC Director of critical information and requests contained within external situation reports
- Forward approved PW-DOC Situation Reports as requested
- In consultation with the Information Officer, conduct tours of PW-DOC facility as requested
- Provide assistance with shift change activity as required

SHIFT CHANGE

- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known
- Sign out – confirm your next shift

DEMOBILIZATION PHASE:

- Notify external organizations not in the PW-DOC planned demobilization, as appropriate
- Assist with the deactivation of the PW-DOC at the designated time, as appropriate
- Assist the PW-DOC Director with recovery operations and assist with preparation of the After Action Report

#3 JAS (JOB ACTION SHEET) RISK & SAFETY OFFICER

PUBLIC WORKS RISK & SAFETY OFFICER MISSION

RISK

1. To ensure the public and PW Division risk is managed
2. To ensure that good risk management practices are applied throughout the responding organizations and that every function contributes to the management of risk
3. To protect the interests of all PW-DOC participants, Sections and Organizations by ensuring due diligence in information collection, decision making, and implementation
4. To monitor situations for risk exposures and ascertain the probability and potential consequences of future events
5. To work closely with all PW-DOC Section Chiefs, and hand-in-hand with the Operation Section Branch Coordinators, as well as the City of Coquitlam EOC Safety Officer, when activated.

SAFETY

1. To provide advice on safety issues
2. Have the authority to halt or modify any and all unsafe operations within or outside the scope of the PW-DOC Action Plan, notifying the PW-DOC Director of actions taken
3. To determine safety risks of the incident related to staff and public
4. To work closely with Operations and the Personnel Unit within Logistics Section and PW-DOC Management Team Coordinators

Position Assigned to: _____

You report to the PW-DOC Director: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Report to and obtain a briefing from the PW-DOC Director and whatever sources are available
- Establish and maintain a Position Log that chronologically describes the actions you take during your shift.
- Connect with the Water, Sewer, Roads and Fleet Operations Branch Coordinators to gain an understanding of field crew assignments
- Tour the entire facility area and determine the scope of ongoing and future operations
- Monitor set-up procedures for the PW-DOC ensuring that proper safety regulations are adhered to
- Oversee that security checkpoints have been established at all PW-DOC entrances to allow only authorized personnel access to the PW-DOC, including staff sign-in and identification procedures

INTERMEDIATE & ONGOING

- Work with the Operations Section to become familiar with any hazardous conditions in the field especially following a seismic event.
- Work and liaise with the Personnel Unit, within Logistics Section, to ensure worker care strategies are being implemented
- Co-ordinate with Finance Branch Section on any PW-DOC personnel-injury claims or records preparations as necessary for proper case evaluation and closure
- Ensure that good risk management practices are applied throughout the response, and that every function contributes to the management of risk
- Protect the interests of all PW-DOC participants and the PW Division by ensuring due diligence in information collection, decision-making and implementation.
- Monitor situations for risk exposures and ascertain probabilities and potential consequences of further events.
- Advise Branch Coordinators of safety and risk management issues

SHIFT CHANGE

- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known
- Support the Director in ensuring that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached if needed
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Assist the PW-DOC Director in de-activation activities
- Collection and forwarding all relevant papers & electronic records to the Documentation Unit
- Assist with the deactivation of the PW-DOC at designated times, as appropriate
- Assist the PW-DOC Director with preparation of the After Action Report

#4 JAS (JOB ACTION SHEET) INFORMATION OFFICER

This position should be assigned by the City of Coquitlam EOC and may sit in the PW-DOC or be located at the City of Coquitlam EOC

INFORMATION OFFICER MISSION

The Information Officer serves as the co-ordination point for all public information, media relations and internal information sources for the PW-DOC

INFORMATION

1. To ensure that the staff and public within the affected area receives complete, accurate and consistent information about life safety procedures, public health advisories, relief and assistance programming and other vital information
2. To implement and maintain call centres or call lines for internal and external request for information

MEDIA RELATIONS

1. To serve as the co-ordination point for all media releases for the PW-DOC
2. To develop the format for press conferences and briefings in conjunction with the PW-DOC Director
3. To maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy
4. To monitor media broadcasts, web and written published materials for accuracy and issues

INTERNAL INFORMATION

1. In consultation with PW-DOC Director and Liaison Officer, to co-ordinate VIP and visitor tours of the PW-DOC facility
2. To develop helpful messaging sheets, FAQ sheets or other messaging to ensure consistent and accurate information sharing amongst PW staff
3. To maintain a web site established for PW-DOC information, as appropriate

Position Assigned to: _____ **they are on-site or can be reached at (Phone)** _____ **(E-Mail)** _____

They report to: PW-DOC Director _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Report to and obtain a briefing from the PW-DOC Director and whatever sources are available
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Assess information skill areas required in the PW-DOC such as: writing, issues management, media relations, event planning etc.

INTERMEDIATE & ONGOING

- Maintain an Activity Log Sheet
- Obtain policy guidance and approval from the PW-DOC Director with regard to all information to be released to the media, staff and public
- Refer to the City of Coquitlam's Emergency Information Plan and Information Officer operational guidelines, sample forms, templates and other information materials, as appropriate
- Keep the PW-DOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations
- Co-ordinate with the Documentation Unit and identify methods of obtaining and verifying significant information as it develops
- Monitor all media, using information to develop follow-up news releases and rumour control
- Ensure that file copies are maintained of all information released
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

SHIFT CHANGE

- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Prepare final news releases and advise media representatives of a point of contact for follow-up
- Assist PW-DOC Director with demobilization procedures and contribute items of interest to the EOC After Action Report

OVERVIEW OPERATIONS SECTION

The objectives of this Section are to make contact with response operations in the field, and to acquire status reports and planning objectives from the field to forward to the Planning Section. This Section also coordinates and or directs field activities to accomplish the response objective. They prioritize based on Public Works Division needs, and one or more of the following components may be assigned.

Operations Section Chief

- a member of the Management Team
- works in-concert with on-site Incident Commanders
- is responsible to oversee tactical operations used to ensure the overall implementation of a PW PW-DOC Action Plan
- participates in the development PW-DOC Action Plans
- works closely with the PW-DOC Director, Planning and Logistics Chiefs
- establishes, assigns and supervises Coordinators for the following Branches and Groups, as needed
- Responsibilities for Branches and Groups not established will be performed by the Operation Section Chief Reports to the PW-DOC Director

Water Branch Coordinator

- collects all available information to gain an understanding of service impacts and priorities for the Water System
- working with the other Operations Branch Coordinators, assigns crews and resources required bring Water Services back to acceptable levels

Sewer & Drainage Branch Coordinator

- collects all available information to gain an understanding of service impacts and priorities for the Sewer & Drainage System
- working with the other Operations Branch Coordinators, assigns crews and resources required restore the Sewer & Drainage Services back to acceptable levels

Road Branch Coordinator

- collects all available information to gain an understanding of service impacts and priorities for the Road System
- working with the other Operations Branch Coordinators, assign crews and resources required restore the Road Services back to acceptable operations

Fleet Operations & Branch Coordinator

- Comprised of the Field Crew Group Coordinator and the Reconnaissance Group Coordinator

***SEE INDIVIDUAL CHECK LIST FOR MORE DETAIL**

OPERATIONS SECTION MISSION

1. To work with Branch Coordinator(s), and Field Incident Commander(s) to oversee and supervise tactical operations
2. To contact leaders in Public Works Departments (Utilities) to understand service impacts
3. To activate required Operation Section Coordinators(s), Water, Sewer, Roads and Fleet Operations, Branches
4. Ensure safety consideration for all field crews are in place and/or assign Safety Officer(s) to impacted site(s)
5. In conjunction Branch Coordinator(s) and Planning, develop objectives and set operational priorities
6. In conjunction with Branch Coordinators and Field Incident Commanders, to coordinate response and recovery across Water, Sewer, Roads and Fleet Operation Branches in conjunction with PW-DOC plan.
7. Gather information from the Water, Sewer, Roads and Fleet Operations Branches, regarding the ability to restore/maintain services, utilizing PW-DOC Form 401A Status Report
8. Ensure completed PW-DOC-401A forms are forwarded to Planning as requested.
9. Participate in all PW-DOC Management Team meetings
10. In conjunction with Logistics, identify and coordinate required resources
11. In conjunction with PW-DOC Management Team, develop an Action Plan
12. To supervise the Operation Section

Position Assigned to: _____

You Report to the PW-DOC Director _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Report to and obtain a briefing from the PW-DOC Director and this position's predecessor
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps and status boards.
- Converse with PW-DOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for Operations

- Based on the situation, activate the required Branches and assign Branch Coordinators:
 - Water Branch Coordinator
 - Sewer & Drainage Branch Coordinator
 - Roads Branch Coordinator
 - Fleet Operations Coordinator
- In consultation with the activated Branch Coordinator(s), activate the required Groups and assign Group Coordinators
 - Field Crew Group
 - Reconnaissance Group
- In Coordination with PW-DOC Director, ensure a PW-DOC organization and staffing chart is developed, posted and arriving team members are assigned appropriate roles.
- Identify key issues currently affecting the Operations Section, meet with Branch Section Coordinators if activated and determine appropriate section objectives for the first operational period
- Access specific event plans (e.g. 2008 "Rain/Wind Storm", 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) if appropriate
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Obtain personal telecommunications equipment if required

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Logs and other paperwork as required
- Conduct periodic briefings and work to reach consensus among Operations staff on objectives for each operational period
- Ensure that all media contacts are referred to the Information Officer
- Prepare for and participate in PW-DOC Director's Action Planning meetings and other relevant PW-DOC Management Team meetings
- Provide the Planning Section Chief with the Operations Section's objectives, prior to each Action Planning meeting
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed
- Ensure that situation and resource information is provided to the Planning Section on a regular basis or as the situation requires.
- Ensure that intelligence information is made available to the Planning Section
- Keep PW-DOC Director informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Provide a forwarding phone number where you can be reached if needed
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to appropriate PW-DOC staff
- Deactivate the Section and close out logs when authorized by the PW-DOC Director
- Confirm all field operation have stood down
- Be prepared to provide input to the PW-DOC After Action Report

#5A JAS (JOB ACTION SHEET) WATER BRANCH COORDINATOR

WATER BRANCH COORDINATOR MISSION

1. Working with the Operation Section Chief, Branch Coordinator(s), and Field Incident Commander(s), to oversee and supervise tactical operations specific to the Water System
2. To access and review all available information to understand Service impacts to the Water System
3. In conjunction with other Activated Braches (Sewer, Roads & Fleet Operations) to activate required Groups (Field Crews and Reconnaissance) as needed
4. To ensure safety considerations for all activities that are in place and/or in conjunction with the Operations Section Chief, and assigning Safety Officer(s) to impacted site(s)
5. In conjunction with Sewer, Roads & Fleet Operations Branches, to develop objectives and set operational priorities
6. To coordinate response and recovery across the Water System(s).
7. To gather information from the various sources regarding the ability to restore/maintain services
8. Participate in Operation Section Team meetings
9. In conjunction with Sewer, Roads & Fleet Operations Branches, identifies and coordinates required resources
10. To supervise the Water Branch

Position Assigned to: _____

You Report to the Operations Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain personal telecommunication equipment if required
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Obtain a briefing from whatever sources are available (SCADA, Work Requests (Maximo), reports from the field crews etc.
- Access specific event plans (e.g. 2008 "Rain/Wind Storm", 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) if appropriate
- Have open communication with field Incident Command(s) if assigned, and receive updates on the situation

- Determine the implications and extent of the event on safety, firefighting and public health and advise the Operation Section Chief
- If the Water Distribution System has been damaged, determine the need to test water quality; if necessary have water samples collected and delivered to the appropriate agency
- Determine the needs (in conjunction with Sewer, Roads & Fleet Operations), to activate the following Groups
 - Reconnaissance Group
 - Field Crew Group

if required, assign Group Supervisors as appropriate and ensure/request adequate staff for their sections as required
- In conjunction with the Operation Section Chief activate fan-out notification processes to acquire/request appropriate manpower

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Logs and other paperwork as required
- Conduct periodic briefings and work to reach consensus among Water staff on objectives for each operational period
- Ensure all staff working in the field have appropriate information and equipment to keep them safe
- Ensure that all media contacts are referred to the Information Officer
- Prepare for and participate in PW-DOC Action Planning meetings and other relevant PW-DOC Management Team meetings
- Provide the Operations Section Chief with the Water priorities and objectives, prior to each Action Planning meeting
- In conjunction with Sewer, Roads, & Fleet Operations Branches – request mutual aid/additional assistance – request must be signed off by Operations Section Chief and forwarded to the PW Director
- Work closely with the Section Chief and each Branch Coordinator to ensure that the Water Section objectives, as defined in the current Action Plan, are being addressed
- Ensure that intelligence information is made available to the Operations Section Chief
- Keep the Operation Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to the appropriate Operation Centre staff
- Deactivate the Branch and close out logs when authorized by the Section Chief
- Confirm all field operations have stood down
- Be prepared to provide input to the PW-DOC After Action Report

#5B JAS (JOB ACTION SHEET) SEWER & DRAINAGE BRANCH COORDINATOR

SEWER & DRAINAGE BRANCH COORDINATOR MISSION

1. Working with the Operation Section Chief, Branch Coordinator(s), and Field Incident Commander(s) to oversee and supervise tactical operations specific to Sewer & Drainage
2. To access and review all available information to understand service impacts to the Sewer & Drainage Systems
3. In conjunction with other Activated Braches (Water, Roads & Fleet Operations) to activate required Groups (Field Crews, and Reconnaissance) as needed
4. To ensure safety considerations for all activities that are in place and/or in conjunction with the Operations Section Chief, and assigning Safety Officer(s) to impacted site(s)
5. In conjunction with Water, Roads & Fleet Operations Branches, to develop objectives and set operational priorities
6. To coordinate response and recovery across the Sewer & Drainage System(s).
7. To gather information from the various sources regarding the ability to restore/maintain services.
8. Participate in Operation Section Team meetings
9. In conjunction with Water, Roads & Fleet Operations Branches, identifies required and coordinates resources
10. To supervise the Sewer & Drainage Branch

Position Assigned to: _____

You Report to the Operations Section Chief: _____

OVERALL SEWER & DRAINAGE BRANCH MISSION

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain personal telecommunication equipment if required
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Obtain briefing from whatever sources are available (SCADA, Work Requests (Maximo), reports from the field crews etc.

- Access specific event plans (e.g. 2008 “Rain/Wind Storm”, 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) if appropriate
- Have open communication with Field Incident Command(s) if assigned, and receive an updated on the situation
- In conjunction with Field Crew Supervisor, if activated, determine the staffing needs of the Sewer & Drainage Field Crews
- Determine the needs (in conjunction with Water, Roads & Fleet), to activate the following Groups
 - Reconnaissance Group
 - Field Crew Group

if required, assign Group Supervisors as appropriate and ensure/request adequate staff for their sections as required
- In conjunction with the Operation Section Chief activate fan-out notification processes to acquire/request appropriate manpower

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Logs and other paperwork as required
- Conduct periodic briefings and work to reach consensus among Sewer & Drainage staff on objectives for each operational period
- Ensure all staff working in the field have appropriate information and equipment to keep them safe
- Ensure that all media contacts are referred to the Information Officer
- Prepare for and participate in PW-DOC Action Planning meetings and other relevant PW-DOC Management Team meetings
- Provide the Operations Section Chief with the Sewer & Drainage priorities and objectives, prior to each Action Planning meeting
- In conjunction with Water, Roads, and Fleet Operations Branches – request mutual aid/additional assistance – request must be signed off by Operations Section Chief and forwarded to the PW Director
- Work closely with the Section Chief and each Branch Coordinator to ensure that the Sewer & Drainage Section objectives, as defined in the current Action Plan, are being addressed
- Ensure that intelligence information is made available to the Operations Section Chief
- Keep the Operation Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to the appropriate Operation Centre staff
- Deactivate the Branch and close out logs when authorized by the Section Chief
- Confirm all field operations have stood down
- Be prepared to provide input to the PW-DOC After Action Report

#5C JAS (JOB ACTION SHEET) ROADS BRANCH COORDINATOR

ROADS BRANCH COORDINATOR MISSION

1. Working with the Operation Section Chief, Branch Coordinator(s), and Field Incident Commander(s), to oversee and supervise tactical operations specific to the Roads System
2. To access and review all available information to understand Service impacts to the Roads System
3. In conjunction with other Activated Braches (Water, Sewer & Fleet Operations) to activate required Groups (Field Crews and Reconnaissance) as needed
4. To ensure safety considerations for all activities that are in place and/or in conjunction with the Operations Section Chief, and assigning Safety Officer(s) to impacted site(s)
5. In conjunction with Water, Sewer & Fleet Operations Branches, to develop objectives and set operational priorities
6. To coordinate response and recovery across the Roads System(s).
7. To gather information from the various sources regarding the ability to restore/maintain services
8. Participate in Operation Section Team meetings
9. In conjunction with Water, Sewer & Fleet Operations Branches, identifies and coordinates required resources
10. To supervise the Roads Branch

Position Assigned to: _____

You Report to the Operations Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain personal telecommunication equipment if required
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Obtain a briefing from whatever sources are available (SCADA, Work Requests (Maximo), reports from the field crews etc.
- Access specific event plans (e.g. 2008 "Rain/Wind Storm", 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) if appropriate

- Have open communication with Field Incident Command(s) if assigned, and receive updates on the situation
- In conjunction with Field Crew Supervisor, if activated, determine the staffing needs of the Roads Field Crews
- Determine the needs (in conjunction with Water, Sewer & Fleet Operations), to activate the following Groups
 - Reconnaissance Group
 - Field Crew Group

if required, assign Group Supervisors as appropriate and ensure/request adequate staff for their sections as required
- In conjunction with the Operation Section Chief activate fan-out notification processes to acquire/request appropriate manpower

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Logs and other paperwork as required
- Conduct periodic briefings and work to reach consensus among Roads staff on objectives for each operational period
- Ensure all staff working in the field have appropriate information and equipment to keep them safe
- Ensure that all media contacts are referred to the Information Officer
- Prepare for and participate in PW-DOC Action Planning meetings and other relevant PW-DOC Management Team meetings
- Provide the Operations Section Chief with the Roads priorities and objectives, prior to each Action Planning meeting
- In conjunction with Water, Sewer & Fleet Operations Branches – request mutual aid/additional assistance – request must be signed off by Operations Section Chief and forwarded to the PW Director
- In conjunction with Water, Sewer & Fleet Operations –review any request for mutual aid/additional assistance and support if able.
- Work closely with the Section Chief and each Branch Coordinator to ensure that the Roads Section objectives, as defined in the current Action Plan, are being addressed
- Ensure that intelligence information is made available to the Operations Section Chief
- Keep the Operation Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to the appropriate Operation Centre staff
- Deactivate the Branch and close out logs when authorized by the Section Chief
- Confirm all field operations have stood down
- Be prepared to provide input to the PW-DOC After Action Report

FLEET OPERATIONS BRANCH COORDINATOR MISSION

1. Working with the Operation Section Chief and Branch Coordinator(s) to oversee and supervise Fleet Operations and Garage Operations.
2. To access and review all mechanical, equipment and vehicle requests to understand service demands on the Fleet Operations services
3. To ensure safety considerations for all activities that are in place and/or in conjunction with the Operations Section Chief, and assigning Safety Officer(s) to impacted site(s).
4. In conjunction with Water, Sewer & Roads Operations Branches, to develop objectives and set operational priorities
5. To gather information from the various sources regarding the ability to restore, maintain, and meet any increased needs for services
6. Participate in Operation Section Team meetings
7. In conjunction with Sewer, Water & Roads Operations Branches, identifies required and coordinates resources
8. Supervise the Fleet Operations Branch

Position Assigned to: _____

You Report to the Operations Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain personal telecommunication equipment if required
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Obtain briefing from whatever sources are available (Work Request (Maximo), reports from the field crews etc.
- Access specific event plans (e.g. 2008 “Rain/Wind Storm”, 2018 Snow/Ice Response Plans; 2019 CoC Freshet Flood Response Guideline) if appropriate
- In conjunction with Water, Sewer and Roads, requests for mutual aid/additional assistance must be signed off by Operations Section Chief and forwarded to the PW Director
- In conjunction with Water, Sewer, and Roads, review any request for mutual aid/additional assistance and support if able.
- Determine the staffing needs of the Fleet Operations
- In conjunction with the Operation Section Chief activate fan-out notification processes to acquire/request appropriate manpower

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Logs and other paperwork as required
- Conduct periodic briefings and work to reach consensus among Fleet Operations staff on objectives for each operational period
- Ensure all staff working in the field have appropriate information and equipment to keep them safe
- Ensure that all media contacts are referred to the Information Officer
- Prepare for and participate in PW-DOC Action Planning meetings and other relevant PW-DOC Management Team meetings
- Provide the Operations Section Chief with the Fleet Operations priorities and objectives, prior to each Action Planning meeting
- Work closely with the Section Chief and each Branch Coordinator to ensure that the Fleet Operations Section objectives, as defined in the current Action Plan, are being addressed
- Ensure that intelligence information is made available to the Operations Section Chief
- Keep the Operation Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to the appropriate Operation Centre staff
- Deactivate the Branch and close out logs when authorized by the Section Chief
- Confirm all field operations have stood down
- Be prepared to provide input to the PW-DOC After Action Report

OVERALL FIELD CREW(S) GROUP COORDINATOR MISSION

1. To ensure that crews/staff deployed to the field
 - a) are accounted for
 - b) have adequate food and hydration breaks
 - c) have the appropriate equipment and supplies to do the job assigned
 - d) do not work over 12 hours per shift
 - e) have a buddy system
2. To supervise the Field Crew Group

Position Assigned to: _____

You Report to the Public Works Team (if activated): _____

You Report to the Branch Coordinator (if not activated): _____

ACTIVATION PHASE

- Report to the Operation Section Chief, or another assigned supervisor, to obtain a current situation status and specific expected job responsibilities.
- Set up your workstation and review your Job Action Sheet, forms and maps if applicable.
- Establish and maintain a Position Log (PW-DOC 414) that chronologically describes the actions you take during your shift.
- Determine your resource needs such as a computer, radio, maps, and other reference documents.
- Participate in any facility and safety orientations as required.
- In consultation with the Operation Section Chief and all activated Branch Coordinators, develop a tracking form for all staff deployed into the field

INTERMEDIATE & ONGOING

- Maintain contact information, locations and status of staff working in the field

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to the appropriate Operation Centre staff
- Deactivate the Branch and close out logs when authorized by the Section Chief
- Confirm all field operations have stood down
- Be prepared to provide input to the PW-DOC After Action Report

OVERALL RECONNAISSANCE GROUP COORDINATOR MISSION

1. Under the direction of the Operation Section Chief and activated Branch Coordinators to observe and record observations and event details as directed
2. To supervise the Reconnaissance Group

Position Assigned to: _____

You Report to the Public Works Team (if activated): _____

You Report to the Branch Coordinator (if not activated): _____

ACTIVATION PHASE

- Report to the Operation Section Chief, or another assigned supervisor, to obtain a current situation status and specific expected job responsibilities.
- Set up your workstation and review your Job Action Sheet, forms and maps if applicable.
- Establish and maintain a Position Log (PW-DOC 414) that chronologically describes the actions you take during your shift.
- Determine your resource needs such as a computer, radio, maps, and other reference documents.
- Participate in any facility and safety orientations as required.

INTERMEDIATE & ONGOING

- In consultation with the Operation Section Chief and all activated Branch Coordinators, develop a tracking form for all staff deployed into the field
- Perform reconnaissance and record observations as directed

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Deactivate any elements when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Planning Section
- Ensure that any open actions are assigned to the appropriate Operation Centre staff
- Deactivate the Branch and close out logs when authorized by the Section Chief
- Confirm all field operations have stood down
- Be prepared to provide input to the PW-DOC After Action Report

OVERVIEW PLANNING SECTION

Planning Section Mission

- collects and evaluates information
- develops the Situation Reports
- prepares and distributes the Action Plans to accomplish the response and recovery objectives

The Planning Section Chief

- collects and evaluates incident situation information
- develops and prepares Situation Status Reports and Action Plans
- displays situation information and maps
- maintains the status of resources
- conducts planning meetings
- prepares alternatives for tactical and documentation of incident related actions.
- works closely with the PW-DOC Director, Operations, and Logistics Chiefs
- establishes, assigns and supervises Coordinators for the following Units, as needed
- responsibilities for Units not established, will be performed by the Planning Section Chief
- reports to the PW-DOC Director

Documentation Unit

- responsible for collecting, organizing, validating and analyzing information from all sources
- responsible for posting priorities and critical information on status boards
- under the direction of the Management team, prepares PW-DOC Situation Reports and Action Plans for approval
- develops advanced plans consisting of potential response and recovery related issues and activities likely to occur beyond the next operational period, while considering needs and determines potential future impacts of the event or emergency, particularly issues that might modify the center's overall priorities

Demobilization & Recovery Unit

- identifies immediate steps that can be taken to initiate a speedy recovery
- anticipates restorative actions required over the long-term to reinstate services and return to normal operating conditions
- develops a Demobilization Plan for the PW-DOC based on a review of all pertinent planning documents and status reports. This includes specific demobilization or deactivation instructions for all resources, internal or on loan.

Technical Specialists

- Provides technical observations and recommendations to the PW-DOC in specialized areas, as required
- Is a leader of all advanced planning
- Ensures that necessary qualified services and resources are available for the particular event or emergency

***SEE INDIVIDUAL CHECK LIST FOR MORE DETAIL**

PLANNING SECTION CHIEF MISSION

1. To ensure that the following responsibilities of the Planning Section are addressed as required
 - a) Collect, analyze, and display situation information
 - b) Prepare periodic PW-DOC Situation Reports
 - c) Prepare and distribute Action Plans and facilitate Action Planning processes
 - d) Track Resources
 - e) Conduct Advanced Planning activities and report
 - f) Document and maintain files on all PW-DOC Activities
2. Establish the appropriate level of organization for the Planning Section
3. Keeps the PW-DOC Director informed of significant issues affecting the Planning Section
4. In coordination with the other Section Chiefs, ensures that Status Reports are completed and utilized as a basis for PW-DOC Situation Reports, and PW-DOC Action Plans
5. Supervise the Planning Section

Position Assigned to: _____

You Report to the PW-DOC DIRECTOR: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the PW-DOC Director
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards
- Based on the situation, activate units within the Planning Section as needed and designate Coordinators for each unit
 - Documentation Unit
 - Recovery Unit
 - Technical Specials Unit
- Request additional personnel from Logistics if necessary
- Meet with the Operations Section Chief; obtain and review any major incident reports or situation reports

- Keep PW-DOC Director informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Log (DOC Form 414)s and other paperwork as required
- Participate in all PW-DOC Management Team meetings
- Ensure that a PW-DOC Situation report is produced, approved and distributed to PW-DOC Sections, or externally, if approved by the PW-DOC Director at least once, prior to the end of the operational period
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible
- Call, chair and document PW-DOC Action Planning meetings approximately two hours before the end of each operational period
- Ensure that the PW-DOC Action Plan is completed and distributed prior to the start of the next operational period

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Ensure Demobilization Plan for the PW-DOC is complete, approved by the PW-DOC Director and distributed to all PW-DOC Sections
- Oversee preparation of the PW-DOC After Action Report
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC sections for follow-up
- Ensure all expenditures and financial claims have been coordinated through the Finance/Administration Section
- Review PW-DOC After Action Report prior to submitting to PW-DOC Director for approval

DOCUMENTATION UNIT COORDINATOR MISSION

1. To organize and maintain all PW-DOC documentation for use during the event and for archive purposes
2. To collect, organize and file all completed event or disaster related forms, including: all PW-DOC logs, Situation Reports; PW-DOC Action Plans and any other related information, just prior to the end of each operational period
3. To provide document reproduction services to PW-DOC staff
4. To distribute the PW-DOC Situation Reports, PW-DOC Action Plan and other documents as requested
5. To maintain a permanent archive of all Situation Reports and PW-DOC Action Plans
6. To assist the Recovery Unit with preparation and distribution of PW-DOC After Action Reports
7. Supervise the Documentation Unit

Position Assigned to: _____

You Report to the PLANNING SECTION CHIEF _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the PW-DOC Director
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Keep Planning Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

INTERMEDIATE & ONGOING

- Ensure that all section personnel are maintaining their individual Position Log (DOC Form 414)s and other paperwork as required
- Ensure that a PW-DOC Situation report is produced, approved and distributed to PW-DOC Sections, or externally, if approved by the PW-DOC Director at least once, prior to the end of the operational period

- Ensure that all status boards and other displays are kept current and that posted information is neat and legible
- Call and record PW-DOC Action Planning meetings approximately two hours before the end of each operational period
- Ensure that the PW-DOC Action Plan is completed, signed off by the PW-DOC Director and distributed prior to the start of the next operational period

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Ensure Demobilization Plan for the PW-DOC is complete, approved by the PW-DOC Director and distributed to all PW-DOC Sections
- Oversee preparation of the PW-DOC After Action Report
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC sections for follow-up
- Ensure all expenditures and financial claims have been coordinated through the Finance/Administration Section
- Review PW-DOC After Action Report prior to submitting to PW-DOC Director for approval

#6B JAS (JOB ACTION SHEET) **DEMOBILIZATION & RECOVERY UNIT**
COORDINATOR

DEMOBILIZATION & RECOVERY UNIT COORDINATOR MISSION

1. To oversee the PW-DOC demobilization and transition to recovery from a major emergency or disaster.
2. To identify immediate steps (short-term relief efforts) that can be taken to initiate and expedite recovery within the Public Works Division area.
3. To anticipate actions required over the long term to restore local services and return the area to pre-emergency conditions.
4. To remind all PW-DOC staff that any and all open action items are to be assigned to appropriate staff for follow up and closure
5. To remind staff that all expenditures and finance records are to be submitted to the Finance Section for payment, compensation or claims
6. To facilitate the process to prepare an After Action Report, and submit it to the PW-DOC Director for approval prior to distribution
7. To supervise the Demobilization & Recovery Unit and all recovery operations unless otherwise directed

Position Assigned to: _____

You report to the Planning Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Report to and obtain a briefing from the Planning Section Chief
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Determine your resource needs: phone, computer, FAX, stationary, contact list etc.
- If reassigned to management or to another Section, report to the new supervisor to obtain a briefing and assignments.

INTERMEDIATE & ONGOING

- Draft the Demobilization Plan and circulate it to the Planning Section Chief EOC Director and EOC Management Team for review.
- Finalize the Demobilization Plan for approval by the EOC Director.
- The Demobilization Planning must occur at least once during the operational period for as long as PW-DOC Sections are formally staffed.
- Advise all Section Chiefs to ensure that demobilized staff complete and forward all reports, time sheets, and exit surveys to the Documentation Unit prior to leaving the DOC
- Prepare Recovery Plans, including actions required by priority, for recovery of Public Works Services
- Obtain PW-DOC Director's approval of plan and disseminate to PW-DOC Management Team.

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC sections for follow up
- Assist with distribution of the PW-DOC After Action Report
- Access critical incident stress debriefing, as needed

TECHNICAL EXPERT COORDINATOR MISSION

1. To provide technical observations and recommendations to the PW-DOC in specialized areas, as required.
2. To ensure that qualified specialists are available in the areas required by the particular event or disaster.
3. To supervise the Technical Specialists Unit.

Position Assigned to: _____

You report to the Planning Section Chief: _____

ACTIVATION PHASE:

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Report to and obtain a briefing from the Planning Section Chief
- Establish and maintain a Position Log (PW-DOC Form 414) that chronologically describes the actions you take during your shift
- Determine your resource needs: phone, computer, FAX, stationary, contact list etc.
- If reassigned to management or to another Section, ensure they report to new supervisor to obtain briefing and assignment.

INTERMEDIATE & ONGOING

- Maintain a Position Logs and other paperwork as required
- Coordinate with the Logistics Section to ensure that Technical Specialists are located and mobilized.
- Maintain an inventory of Technical Specialists.
- On request, prepare to provide centralized Technical Specialists such as engineering expertise for multiple incident sites.

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC Sections for follow up
- Be prepared to provide input to the After Action Report.

OVERVIEW LOGISTICS SECTION

LOGISTICS SECTION MISSION:

- to acquire identified resources: services, personnel, machinery equipment and materials
- to ensure delivery of said resources to identified locations, throughout the response
- one or all of the following components may be assigned

Logistics Section Chief

- a member of the Management Team
- responsible for the provision of adequate resources in support of the incident and PW Departmental Operation Centre.
- ensures that essential personnel, machinery, equipment, technology systems and supplies are delivered throughout the event or disaster
- ensures Customer Service queries are prioritized, and working with Operations ensures that crews are dispatched appropriately
- participates in the development and implementation of the Action Plan
- works closely with the PW-DOC Director, Operations and Finance/Admin Chiefs
- establishes, assigns and supervises Coordinators for the following Units, as needed
- responsibilities for Units not established, will be performed by the Logistics Section Chief
- reports to the PW-DOC Director

Dispatch Unit

- maintains and records contact with Field staff and crews
- dispatch is based on work orders and PW-DOC priorities

Customer Service Unit

- answers incoming calls from public and other agencies
- records and provides first level prioritization to requests
- records all requests
- keeps PW-DOC informed of requests

Personnel Unit

- responsible for the acquisition of staff to support field and PW-DOC operations and the provision of resources needed to support the PW-DOC staff
- ascertains staffing levels, coordinates the use of existing staff and other staffing sources
- works closely with the Logistic, Operations, and Finance Section Chiefs.

Fleet Operations Management Unit

- provide vehicles and drivers when required
- ensure all vehicles and other motorized equipment is operationally ready

***SEE INDIVIDUAL CHECK LIST FOR MORE DETAIL**

OVERALL LOGISTICS SECTION CHIEF MISSION

1. To ensure the Logistics function is carried out in support of the DOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the PW-DOC and site requirements.
2. To establish the appropriate level of branch and / or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. To ensure Section objectives as stated in the PW-DOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. To coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
5. To keep the PW-DOC Director informed of all significant issues relating to the Logistics Section.
6. To ensure critical resources are allocated according to PW-DOC Action Plan policy, priorities and direction.
7. To supervise the Logistics Section

Position Assigned to: _____

You Report to the PW-DOC DIRECTOR: _____

ACTIVATION PHASE

- Sign in (DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the PW-DOC Director
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Ensure that the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards
- Based on the situation, activate units within the Logistics Section as needed and designate Unit Coordinators for each Unit
 - Dispatch Unit
 - Personnel Unit
 - Customer Service Unit
 - Fleet Operation Unit
- Request additional personnel from the Personnel Unit if necessary
- Meet with the Operations Section Chief, and obtain and review any major incident reports or situation reports

- Keep PW-DOC Director informed of significant events
- Participate in all PW-DOC Management Team meetings
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

INTERMEDIATE & ONGOING

- Ensure that all Section personnel are maintaining their individual Position Log (DOC Form 414)s and other paperwork as required
- Meet regularly with Section staff and work to reach consensus on Logistics Section objectives for forthcoming operational periods.
- Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in PW-DOC Action Planning meetings.
- Provide periodic Section Status Reports to the PW-DOC Director and Situation Unit.
- Ensure that the Supply Unit coordinates closely with the Purchasing Unit in the Finance / Administration Section and that all required documents and procedures are completed and followed.
- Ensure that the Personnel Unit coordinates relevant activities with appropriate Branch & Unit Coordinators
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all resources are tracked and accounted for in cooperation with the Planning Section Resource Unit, as well as resources ordered through Mutual Aid.
- Provide Section Staff with information updates via section briefings, as required.

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Ensure that post-operation debriefs are held
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Logistics staff or other PW-DOC Sections for follow up
- Ensure all expenditures and financial claims have been coordinated through the Finance/Administration Section
- Be prepared to provide input towards the PW-DOC After Action Report

DISPATCH UNIT COORDINATOR MISSION

1. To receive and record radio activity for the field
2. To dispatch people and equipment as directed
3. To ensure resource and assignment data is current and complete

Position Assigned to: _____

You Report to the LOGISTICS SECTION CHIEF: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the Logistics Section Chief
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Assist in staff call-out if requested
- Keep the Logistics Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

INTERMEDIATE & ONGOING

- Review preliminary crew sheets for assignments and dispatch appropriately
- Monitor and record Operator assignments, performance and feedback
- Monitor VHF radio traffic
- Monitor and record material consumption on a display board, record sheets or screens
- Record Assignments on display board and record sheets or screens
- Obtain Operator feedback regarding site conditions, weather, equipment, performance production and scheduling
- Review predicted field conditions

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC Sections for follow up
- Be prepared to provide input to the After Action Report.

CUSTOMER SERVICE UNIT COORDINATOR MISSION

1. To answer and record all incoming calls from the public and other agencies.
2. To provide first level prioritization to requests
3. To assist in “Call Out” procedures as requested
4. To keep the PW-DOC informed of requests
5. To supervise the Customer Service Unit.

Position Assigned to: _____

You report to the Logistics Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the Logistics Section Chief
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Determine your resource needs: phone, computer, FAX, stationary, contact list etc.
- Begin to develop answers for “Frequently Asked Questions”

INTERMEDIATE & ONGOING

- Maintain call records
- Maintain the “Frequently Asked Questions” sheet
- Provide summaries and reports of call frequencies, locations and subjects as required

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC Sections for follow up
- Be prepared to provide input to the After Action Report.

PERSONNEL UNIT COORDINATOR MISSION

1. To provide personnel resources as requested in support of the PW-DOC and Site Operations.
2. To identify, recruit and register staff and volunteers as required.
3. To develop a PW-DOC organization chart.
4. To supervise the Personnel Unit.

Position Assigned to: _____

You report to the Logistics Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the Logistics Section Chief
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Determine your resource needs: phone, computer, FAX, stationary, contact list etc.

INTERMEDIATE & ONGOING

- Check in all incoming PW-DOC personnel.
- In conjunction with the Documentation Unit, develop a large poster size PW-DOC organization chart depicting each activated position. Upon check-in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all PW-DOC personnel.
- Coordinate with the PW-DOC Director and Risk Management Officer to ensure that all PW-DOC staff members, including volunteers, receive a current situation and safety briefing upon check-in.
- Process all incoming requests for personnel. Identify the number of personnel, special qualifications or training, where they are needed and the person, Unit or Branch they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources
- Develop shift schedules.
- Assist the Operations Section with the ordering of mutual aid personnel resources as required.

- Coordinate all requests for personnel resources from the functional branches with the PW-DOC Operations Section prior to acting on request.
- In coordination with the PW-DOC Director, determine the need for counselling and critical incident stress debriefing for PW-DOC staff and field workers. Request the acquisition of these mental health specialists as needed.
- Coordinate with the Transportation Unit to meet ground transportation requirements.
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC Sections for follow up
- Be prepared to provide input to the After Action Report.

#7D JAS (JOB ACTION SHEET) **FLEET OPERATIONS MANAGEMENT UNIT**
COORDINATOR

FLEET OPERATIONS MANAGEMENT UNIT COORDINATOR MISSION

To ensure inspection, repair, maintenance, and tracking of all City owned equipment.

Position Assigned to: _____

You report to the Logistics Section Chief: _____

ACTIVATION PHASE:

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the Logistics Section Chief
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Determine your resource needs: phone, computer, FAX, stationary, contact list etc.

INTERMEDIATE & ONGOING

- Review and prioritize current work orders
- Review current ongoing work and reassign as needed
- Ensure the Garage is staffed to manage the workload
- Ensure that the deployment of Fleet Operations staff does not place them in any danger, at the site or on route to the site

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure that any open actions are assigned to appropriate Logistics Staff or other PW-DOC Sections for follow up

OVERVIEW FINANCE & ADMIN

FINANCE & ADMIN SECTION MISSION:

- ensures that all financial records are maintained
- administers necessary procurement contracts
- provides administrative support
- provides compensation and claims services, throughout the response, and recovery

Finance & Admin Section Chief

- responsible for all financial aspects of the emergency or disaster
- ensures that all acquisitions and claims records for all components of PW Sections are maintained throughout the event or disaster
- works closely with the PW-DOC Director, Operations and Logistics Chiefs
- establishes, assigns and supervises Coordinators for the following Units, as needed
- ensures that responsibilities for Units not established, will be performed by the Finance/Admin Section Chief
- reports to the PW-DOC Director

Cost Control Unit

- responsible for the tracking and analysis of all costs related to the event: staff, supplies, equipment etc. for all expenses, payroll accrued related, staff, supplies and equipment
- ensures that all injuries, illnesses, property damage and labour claims/issues related to the event are dealt with according to policy and procedures
- works closely with the Logistics, Operations and Planning Section Chiefs

Procurement Unit

- coordinates the acquisition of new or rental equipment and/or supply contact services and/or service providers

***SEE INDIVIDUAL CHECK LIST FOR MORE DETAIL**

FINANCE & ADMIN SECTION MISSION

1. To ensure that all financial records are maintained throughout the event or disaster.
2. To ensure that all on-duty time is recorded and collected for all personnel.
3. To ensure there is a continuum of the payroll process for all employees responding to the event or disaster.
4. In consultation with the PW-DOC Director, to determine spending limits, if any, for Logistics, Operations, and Management Staff.
5. To ensure that workers' compensation claims, resulting from the response, are processed within a reasonable time, given the nature of the situation.
6. To ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
7. To activate units within the Finance / Administration Section as required
8. To monitor Section activities continuously and modify the organization as needed.
9. To supervise the Finance / Administration Section.

Position Assigned to: _____

You Report to the PW-DOC Director: _____

ACTIVATION PHASE

- Ensure that the Finance / Administration Section is set up properly and that the appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate Units within Section as needed, and designate Unit Coordinators for each element:
 - Cost Unit.
 - Procurement Unit
- Ensure that sufficient staff are available for a 24-hour schedule, or as required.
- Consult with the PW-DOC Director for spending limits.
- Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures. Determine the level of purchasing authority to be delegated to each.

INTERMEDIATE & ONGOING

- Ensure that Finance / Administration Position Logs and other necessary files are maintained. **Note:** Use the same financial, cost accounting and time sheet forms used in non-emergency times.
- Ensure that displays associated with the Finance / Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Provide cost estimates to Action Planning Process.
- Brief all Unit Coordinators and ensure they are aware of the EOC priorities particularly those affecting the Finance / Administration Section, as defined in the Action Plan.
- Keep the EOC Director, Management Team, and Elected Officials aware of the current fiscal situation and other related matters, on an ongoing basis.
- Ensure that the Cost Unit maintains all financial records throughout the event or disaster.
- Ensure that the Time Unit tracks and records all agency staff time.
- In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation and Claims Unit Processes all workers' compensation claims, resulting from the disaster, in a reasonable timeframe, given the nature of the situation.
- Ensure that the Time Unit processes all time sheets and travel expense claims promptly
- Ensure that all cost documentation and Disaster Financial Assistance is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to EMBC.

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Determine demobilization status of the Finance / Administration Section and advise the EOC Director.
- Ensure that all expenditures and financial claims have been processed and documented.
- Complete all logs and documentation and forward to Documentation Unit.
- Ensure any open actions are assigned to appropriate Finance / Administration staff or other EOC sections to follow up on.
- Provide input towards the EOC After Action Report.
- Follow the Generic Demobilization Phase Checklist (3.3).
- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Finance & Admin staff or other PW-DOC sections for follow up
- Be prepared to provide input into the PW-DOC After Action Report

COST CONTROL UNIT MISSION

1. To ensure tracking for all expenses accrued as a result of the response and recovery including but not limited to: personnel, equipment, and supplies.
2. To perform cost analysis and cost effectiveness analyses and provides cost estimates and savings for the event or disaster.
3. To be responsible for ensuring there is continuity of payroll and of other employee expenses for all employees responding to the event or disaster
4. To track, record, and report all on-duty time for personnel, including hired and contracted, working during the event or disaster.
5. To ensure that hired and contracted personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.
6. To be responsible for overseeing the investigations of injuries, illnesses, property damage claims and labour issues, or potential labour issues arising out of the event or disaster.
7. To work closely with the Logistics, Operations Section Chiefs and Safety Officer.
8. To supervise the Cost Control Unit

Position Assigned to: _____

You Report to the Finance & Admin Section Chief: _____

ACTIVATION PHASE

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the Finance & Admin Section Chief
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Keep Finance & Admin Section Chief informed of significant events
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur

INTERMEDIATE & ONGOING

- Compute costs for the use of equipment owned, rented, donated or obtained through aid.
- Ensure that each Section is documenting cost recovery information from the onset of the event or disaster. Collect required cost recovery documentation daily at the end of each shift.
- Prepare and maintain a cost report for the Finance / Administration Section Chief, and PW-DOC Director. The report should provide cumulative analyses, summaries, and total emergency related expenditures for the Sections and or PW Division.
- Initiate, gather, or update time reports (use regular payroll time sheets) from all personnel, including volunteers assigned to each shift. Ensure that time records are accurate and prepared according to policy.
- Obtain completed personnel Check-in Lists (see PW-DOC form 511) from the Personnel Unit. Must include all PW-DOC Personnel as well as personnel assigned to the Site level.
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.
- Establish a file for each employee or volunteer within the first operational period to maintain a fiscal record for as long as the employee is assigned to the response.
- Assist the Planning Section with preparation of the PW-DOC After Action Report.
- Keep the Finance / Administration Section informed of significant issues affecting the Cost Control Unit

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure any open actions are assigned to appropriate Planning staff or other PW-DOC Sections for follow up
- Be prepared to provide input to the After Action Report.

#8BJAS (JOB ACTION SHEET) PROCUREMENT UNIT COORDINATOR

PROCUREMENT UNIT MISSION

1. To coordinate vendor contracts not previously addressed by existing approved vendor lists.
2. To coordinate with the Operations Section on all matters involving purchasing, hiring, contracting, renting and leasing.
3. To oversee the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.
4. To supervise the Procurement Unit.

Position Assigned to: _____

You report to the Finance Section Chief: _____

ACTIVATION PHASE:

- Sign in (PW-DOC Form 511) upon arrival at the PW-DOC
- Obtain a briefing from the Finance & Admin Section Chief
- Establish and maintain a Position Log (DOC Form 414) that chronologically describes the actions you take during your shift
- Determine your resource needs: phone, computer, FAX, stationary, contact list etc.

INTERMEDIATE & ONGOING

- Establish and maintain Position Logs and other necessary files.
- Review emergency procurement procedures.
- Provide sufficient copies of Expenditure Authorization Form as applicable
- Prepare and sign contracts as needed; obtain concurrence from the Finance / Administration Section Chief.
- Ensure that all PW-DOC personnel know financial processes.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental and lease rates not already established, or negotiate purchase prices with vendors as required.
- Identify and report vendors as necessary regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters.
- Finalize all agreements and contracts, as required.

- Verify costs data in the pre-established vendor contracts and / or agreements.
- In coordination with the Logistics and Operations Sections, ensure that the Procurement Unit processes Expenditure Authorization Forms and Purchases orders and develops contracts in a timely manner.
- Keep the Finance / Administration Section Chief informed of all significant issues involving the Procurement Unit.

SHIFT CHANGE

- Ensure that all tasks in progress are identified to your relief
- Provide an overview of current shift activities that would be helpful to the in-coming shift
- Leave a forwarding phone number where you can be reached
- Sign out – confirm your next shift

DEMOBILIZATION PHASE

- Complete all logs and documentation
- Ensure all expenditures and financial claims have been processed and documented
- Ensure any open actions are assigned to appropriate Logistics staff or other PW-DOC sections for follow up
- Provide input towards the PW-DOC After Action Report.

FORMS

| PW-DOC Management Team Planning Agenda | | | PW-DOC-401 |
|---|--|--|---------------------------|
| Event: | | Date: D/M/Y | Time: |
| Operational Period: | From: _____ To: _____ | Location: | Chaired By: |
| Agenda Items | | Responsible Function | |
| 1. | Status Reports | All Functions | |
| 2. | Old Business (Follow-up from last Briefing) | DOC Director | |
| 3. | Resource Status | Planning Section Chief | |
| 4. | Probabilities and Predictions | Planning Section Chief/ Technical Experts (if engaged) | |
| 5. | Public Information /Media / Staff Communications | Information Officer | |
| 6. | Priorities and Objectives | DOC Director | |
| 7. | Attachments | Planning Section Chief | |
| 8. | New/Other Business | All Functions | |
| Tasks / Assignments (Outcomes from briefing) | | Responsible Function | Estimated Completion Time |
| a) | | | |
| b) | | | |
| c) | | | |
| d) | | | |
| e) | | | |
| f) | | | |
| g) | | | |
| h) | | | |
| i) | | | |
| j) | | | |
| Briefing Notes/Minutes: | | | |
| | | | |
| Recorder (Notes taken by): | | Approved By (DOC Director): | |

Distribution: (list whom needs a copy of this document)

| PW-DOC Section Status Report | | PW-DOC 401A |
|--|--|-------------------------------|
| Event: | Status Report Source/Type <input type="checkbox"/> Section <input type="checkbox"/> Branch/Unit | |
| Date: D/M/Y | Time: | |
| Operational Period (D/M/Y/Hr/Min) From: _____ To: _____ | | Section/Function Name: |

| |
|--|
| <p>Current Situation: (Incidents, actions taken, resource status, etc.)</p> |
| <p>Outstanding Issues/Challenges/Problems:</p> |
| <p>Anticipated Priorities/Activities: (For future operational periods)</p> |
| <p>Other Comments/Issues: (i.e., media information, public information bulletins, safety tips...)</p> |

Distribution: List whom needs a copy of this form

PW-DOC 414 Position Log

| | | |
|----------------------------|------------------------------|---------------------|
| PW-DOC Position Log | | PW-DOC- 414 |
| Event: | | Section: |
| Operational Period | | Position: |
| | From: _____ (D.M.Y: Hr Min) | Date: _____ (D.M.Y) |
| | To: _____ (D.M.Y: Hr Min) | |

| LOG | | | | | |
|------|----|------|--------|--------------------------|--------------------------|
| Time | To | From | Action | Follow-Up | Closed |
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E-mail ([enter CoC EOC email here](#)) or Fax ([enter CoC EOC Fax here](#))
To be completed and signed off on the last page of this report by the PW-DOC under the direction of the PW-DOC Director

EVENT:

I. SITUATION ASSESSMENT

(a)

(b)

(c)

II. AREAS OF CONCERN

III. CURRENT ACTIVITIES

E-mail [\(enter CoC EOC email here\)](#) or Fax [\(enter CoC EOC Fax here\)](#)
 To be completed and signed off on the last page of this report by the PW-DOC under the direction of the PW-DOC Director

IV. RESPONSE/RECOVERY PRIORITIES

V. REQUESTS FOR RESOURCES/SUPPORT

VI. DATE/TIME OF NEXT REPORT

PW-DOC Action Plan form Attached: Yes or No

Report Approved by:

Position:

Signature:

Date:

Time (24hr)

Send completed SITREP to the CoC EOC Fax _____ or
 E-mail [enter CoC EOC email here](#) on or before [enter Operational Period end here](#) hours.

| | |
|----------------------------|------------------------------|
| PW-DOC- ACTION PLAN | PW-DOC 502 pg. 1 of 2 |
|----------------------------|------------------------------|

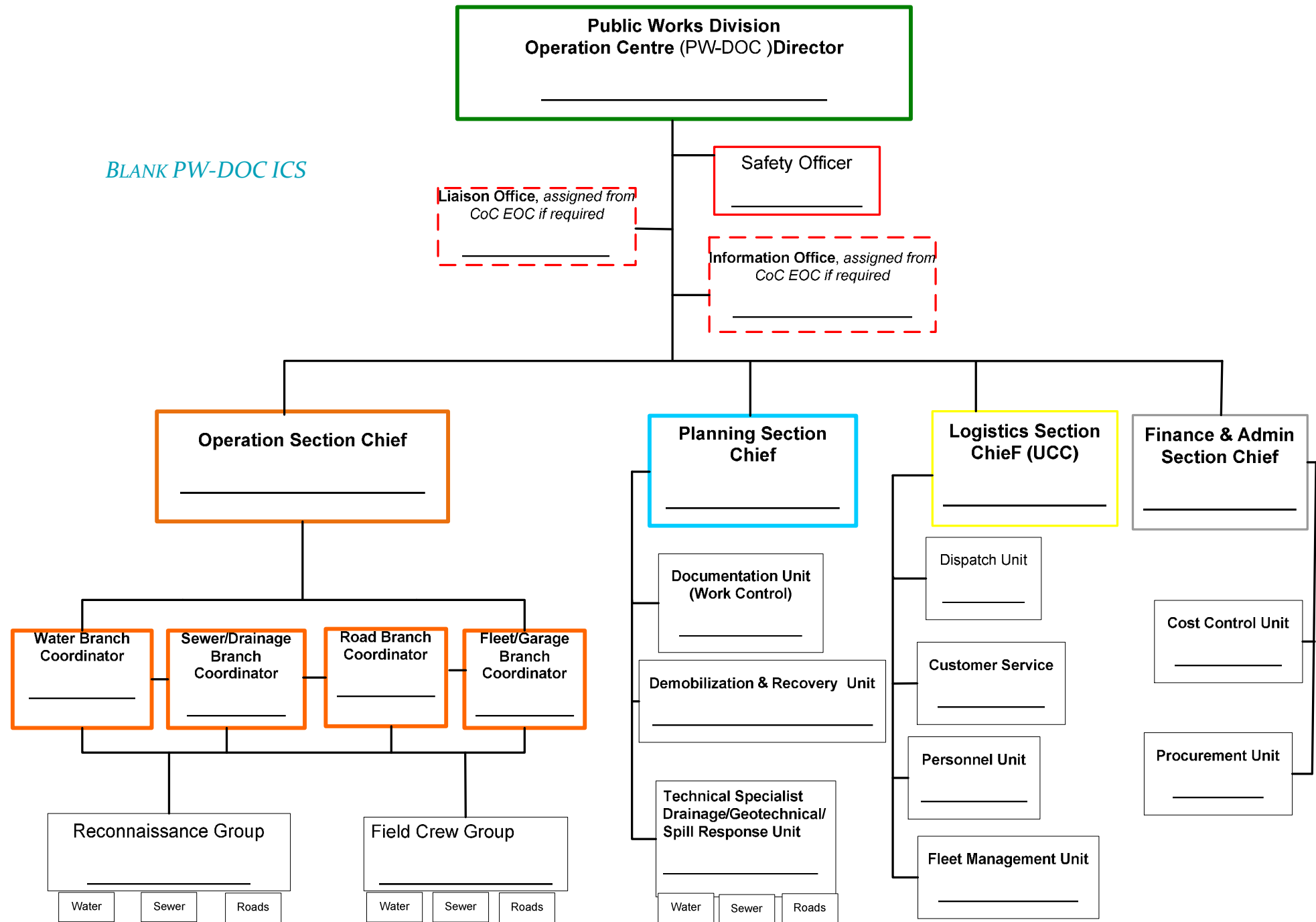
| | | |
|------------------------------|---|--------------------------------------|
| Incident or Event: | Date: (D/M/Y) | Time: (hh:mm) _____ |
| Agency/Centre or Site | | |
| Operational Period: _____ | From:(hh:mm) _____ To: (hh:mm) _____ | Prepared By: Contact Information: |

Strategies and Priorities: [use bullet format]

Objectives: [use bullet format]

See Over

BLANK PW-DOC ICS



GLOSSARY

| Acronyms, Definitions of Terms & Glossary | |
|---|--|
| BCEMS British Columbia Emergency Management System | Is the standard system for emergency response, and currently mandated for use within the Government of B.C. and recommended to local authorities. |
| BCP Business Continuity Planning | The process of developing prior arrangements and procedures that enable an organization to respond to an event in such a manner that critical business functions can continue within planned levels of disruption. |
| Critical Business Functions | The critical operational and/or business support functions that could not be interrupted or made unavailable for more than a mandated or predetermined timeframe without significantly jeopardizing the organization. |
| CR Critical Resources | The Province may declare a particular resource a "Critical Resource" if it is or becomes something that is heavily demanded by users and if there is a limited supply (e.g. generators in the Ontario / Quebec ice storm in 1998) (N95 Mask during 2009 H1N1 Pandemic). If the Province declares a resource "Critical", then users may have to make a case to the Province that their needs are priorities. The Province may exercise its right (via a declaration of a State of Provincial Emergency) in limiting the issuance of the resources to priority areas first. City of Coquitlam and or PW Division may also designate critical resources internally |
| CI Critical Infrastructure | Physical assets which if inaccessible or inoperable would have a debilitating impact on operations and services of the Public Works Division |
| Director | The Director is the person responsible for the coordination across an organization or a division/department of the organization. Responsible for providing direction and support to the organizations DOC's and ICP's. The Director is identified as the person in charge, usually in a green vest, operating within an EOC or DOC |

| Acronyms, Definitions of Terms & Glossary | |
|--|---|
| Disaster | <p>"Disaster" means a calamity that</p> <ul style="list-style-type: none"> (i) is caused by accident, fire, explosion or technical failure or by the forces of nature, and (ii) has resulted in serious harm to the health, safety or welfare of people or in widespread damage to property. <p>A disaster will require the coordination and assistance of outside resources and agencies, where existing resources of a local authority are inadequate or are being exhausted to deal with the situation.</p> |
| DOC Division or Department Operation Centre | <p>A divisional or department operations centre is a physical (e.g., a conference room) or virtual (e.g., telephone conference call) location designed to support a division or department of a large organization emergency response and business continuity activities. It receives direction and support from the overarching organizations EOC.</p> |
| Emergency | <p>"Emergency" means a present or imminent event that:</p> <ul style="list-style-type: none"> (i) is caused by accident, fire, explosion or technical failure or by the forces of nature, and (ii) requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property. <p>An emergency is a situation that may be manageable by existing resources, but require coordination of resources from multiple departments and/or agencies.</p> |
| PW Emergency | <p>Public Works Division emergency can be defined as a natural or man-made event that suddenly or significantly:</p> <ul style="list-style-type: none"> • Disrupts the Division's ability to provide services • Changes or increases the demand for services |
| EOC Emergency Operation Centre | <p>An emergency operations centre is a physical (e.g., a conference room) or virtual (e.g., telephone conference call) location designed to support emergency response, business continuity and crisis communications activities.</p> |
| Essential Services | <p>Services that must be maintained or continued despite the occurrence of an emergency or a disaster.</p> <p>Essential services may be scaled down or modified to accommodate emergency response activities and coordination.</p> |
| Event | <p>The term "Event" is used to describe an occurrence of a hazard to which the organization is exposed. These hazards may be inherent or pre-identified, such as an earthquake, a pandemic, or a terrorist attack.</p> |

| Acronyms, Definitions of Terms & Glossary | |
|--|---|
| Extraordinary Powers | <p>There are 12 extraordinary powers associated with a Declaration of a State of Emergency (see the Emergency Program Act).</p> <p>If and when any or all of these 12 extraordinary powers are required by a Local Authority or a Ministry to deal with an emergency situation, such as evacuation or control over properties, a Declaration of a State of Emergency must be made to allow exercise of such extraordinary powers.</p> <p>To whom these extraordinary powers are being delegated must be identified in writing, accompanying the Declaration of a State of Emergency.</p> |
| Extraordinary Resources | <p>External resources that are not used in the normal course of or routine business. These resources are not normally used in great quantity, nor are they readily available.</p> <p>Extraordinary resources may have significant and unusual financial implications to the organization.</p> |
| Incident | <p>The term "Incident" is used to describe one or more occurrences as the direct result of an "Event". For instance, a terrorist attack is an Event, but the resulting building collapse or explosions are incidents as a result of the attack.</p> |
| IC Incident Commander | <p>Incident Commander is the person in charge of the overall coordination for an incident response at the site (sometimes referred to as Site Commander). This does not mean that the Incident Commander is responsible for directing other agencies' response procedures or resources, but s/he is responsible for coordinating all site response information and activities. The Incident Commander is identified as the person in charge, usually in a green vest, operating at an Incident Command Post at or close to the scene.</p> <p>Incident Command may be shared amongst more than one agency, when this occurs, the term used is Unified Command.</p> <p>If activated the Incident Command reports into an EOC and/or DOC</p> |
| ICP Incident Command Post | <p>Incident command post is a temporary facilities or site and signifies the physical location of the tactical-level, on-scene incident command and management organization</p> |
| ICS Incident Command System | <p>A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.</p> |
| Operational Period | <p>A length of time set by the CEOC Management Team during</p> |

| Acronyms, Definitions of Terms & Glossary | |
|--|---|
| | which objectives and priorities are set and targeted for completion. |
| Site | The term "site" refers to geographical location of the "incident" – there maybe more than one "site" |
| Section/Branch/Unit/ Status Reports | Status Reports are current summary reports filed by the person in charge or his/her delegate (such as a staff member from the Officers, Section Chiefs compiled through the gathering of the Status Reports from the Branches and/or Units below them. outlining the current status, information, priorities and resource needs. This is a cumulative approach, hence, Sit. Reps should be numbered sequentially. |
| Situation Reports SitReps | Situation Reports are completed by Emergency Operation Centre(s) and are an analysis and consolidation of the information gathered through the Section/Branch/Unit Status Reports. Each Operational Period will generate a SitRep |
| State of Emergency | In the BC Emergency Program Act (1996) and the related Emergency Management Regulations (1994), local authorities (Municipalities, Regional Districts and First Nations) or the Province may declare a State of Emergency, local or provincial respectively. |