

# 2017 EOC RESPONSE

Lessons Learned from the EOC

November 2, 2017



**Kelowna**  
Fire Department



# EMERGENCY MANAGEMENT IN RDCO

- One regional program
- Funded as a regional service
- Administered by City of Kelowna
- Kelowna Fire Chief designated as EPC
- Supported by Emergency Management BC

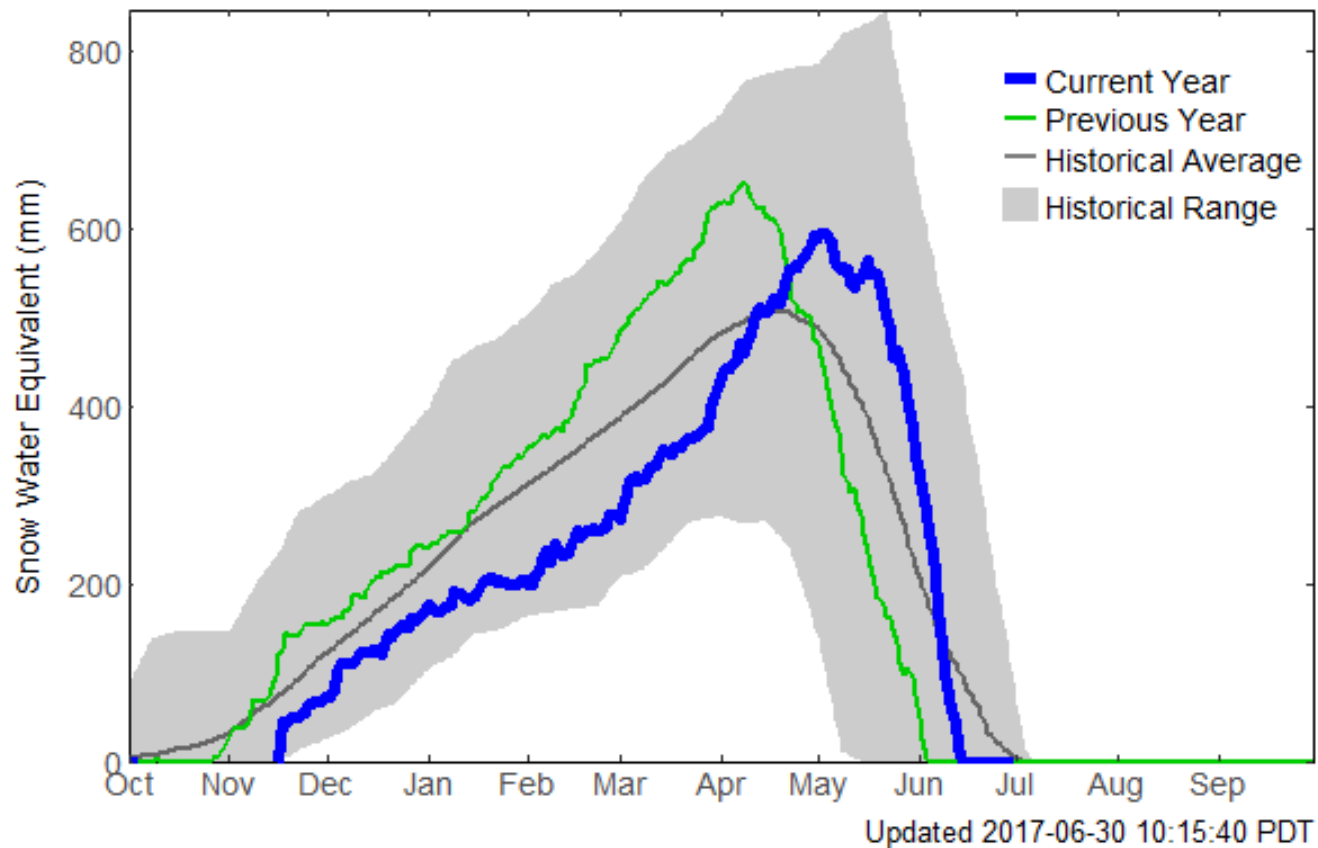


## A LONG SUMMER.....

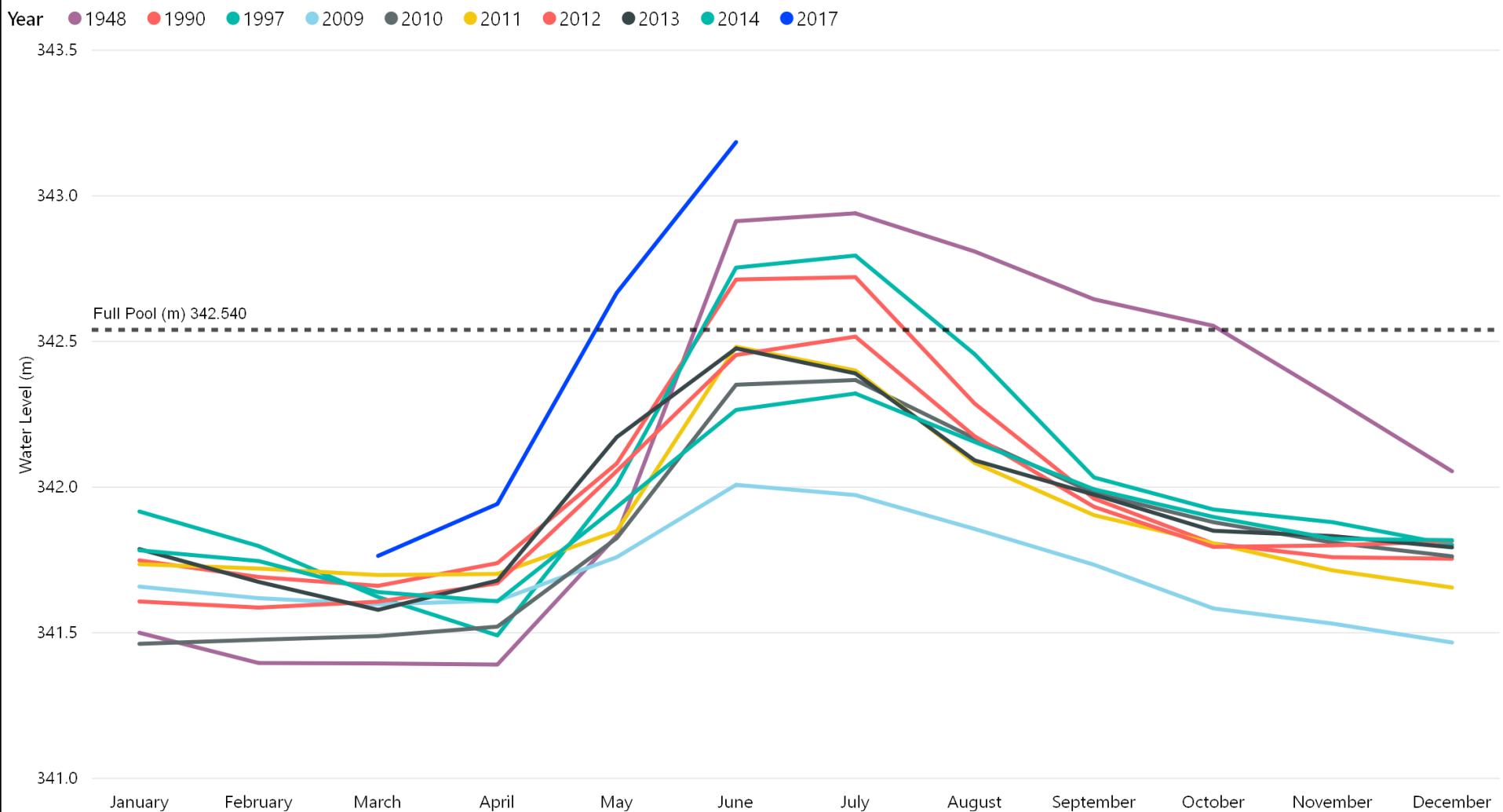
- ▶ EOC opened on May 5<sup>th</sup> - 127 days
- ▶ SoLE in place until August 11 - 98 days
- ▶ Truswell Fire - July 8
- ▶ Okanagan Centre Fire - July 15
- ▶ Philpott Road Fire - Aug 24
- ▶ Finlay Creek Fire - Sept 2



# Okanagan Water Basin



# Preparing for 343



# 2017 Freshet response

## Quick facts

**May  
5**

Emergency  
Operations  
Centre Activated

**2 million**  
sandbags

**1,500**  
truckloads of  
sand

**5.1 km**  
of bladder  
systems in place

**32.9 km**  
of sandbag wall

**Number of staff  
daily at peak:**

- 160 BCWS staff
- 30 EOC staff
- Paid on-call firefighters
- Municipal staff



Evacuation orders

**15**  
Evacuation alerts



**1.3 km**  
of gabion  
baskets

## COMMUNITY IMPACTS- FLOODING

- ▶ Lake closed to all boat traffic
- ▶ Beaches closed
- ▶ Canada Day (150) Cancelled
- ▶ Regional parks closed (some still closed)
- ▶ Tourism significantly impacted

## KEYS TO SUCCESS (FROM EOC)

- ▶ Regional, regional, regional
- ▶ Major events require a lot of people
  - ▶ Think 10 - 20 per shift, 2-3 shifts per day
  - ▶ Training is key
- ▶ Commitment to partnerships starts at the top
  - ▶ REDList



# KEYS TO SUCCESS (FROM EOC)

- ▶ Advanced Planning
  - ▶ Separate staff
  - ▶ Focused on worst case scenarios

## Removing sandbags in the Central Okanagan

Over the course of



**six  
weeks**



**2 million**

sandbags were distributed  
in the region



**160**  
**crew members**

from BC Wildfire Services  
distributed the sandbags  
alongside the public

### Sandbag weight

40 - 70 lbs  
**18 - 32 kg**



Remember:  
sandbags are heavier  
when wet.



### What it will take



**125+**

crew  
members are  
needed for

**ONE**

month to  
remove most of  
the sandbags



\*Numbers are based on estimates and may vary  
depending on weather, resources and other factors.

## KEYS TO SUCCESS

- ▶ Comprehensive public information plan ([www.cordemergency.ca](http://www.cordemergency.ca))

# CORDEMERCENCY.CA

e-Subscribe

Contact

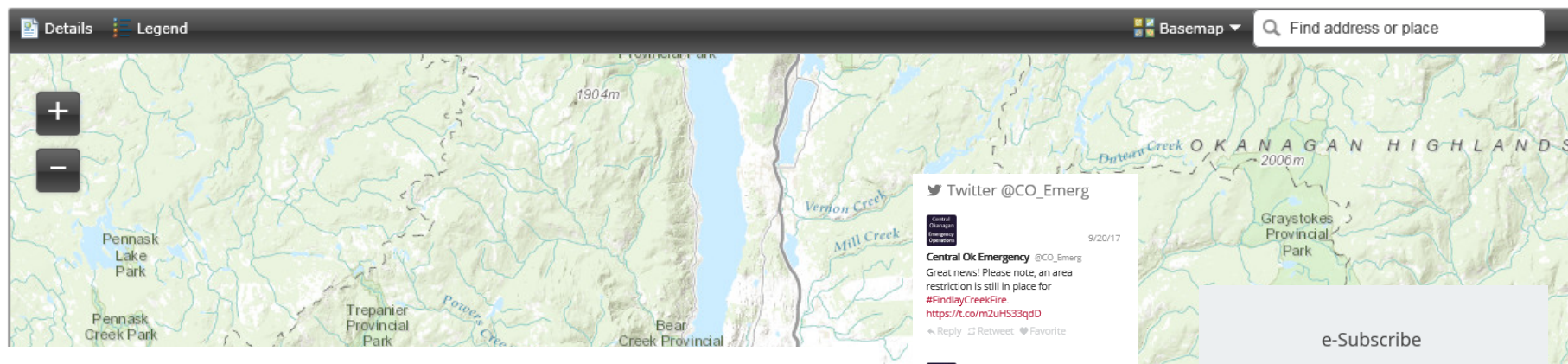
Search



## Central Okanagan **EMERGENCY OPERATIONS**

Latest updates [Map](#) [Be prepared](#) [Resources](#) [Archived events](#)

### Map



Details Legend Basemap Find address or place

1904m

Pennask Lake Park

Pennask Creek Park

Trepanier Provincial Park

Powder Creek

Bear Creek Provincial

Vernon Creek

Mill Creek

2006m

Graystokes Provincial Park

OKANAGAN HIGHLANDS

Twitter @CO\_Emerg

9/20/17

Central Ok Emergency @CO\_Emerg

Great news! Please note, an area restriction is still in place for #FindlayCreekFire.

<https://t.co/m2uHS3qdD>

Reply Retweet Favorite

9/11/17

Central Ok Emergency @CO\_Emerg

CORD Emergency Operations Centre stands down for Finlay Creek Fire: News Release No. 6 <https://t.co/YHesLmhvPc>

Reply Retweet Favorite

9/8/17

Central Ok Emergency @CO\_Emerg

Finlay Creek Fire evacuation alerts lifted in Peachland and RDCO: News Release No. 5 <https://t.co/UQg6UNnNaQ>

Reply Retweet Favorite

## Last call for sandbag removal - News Release #140

Monday, August 14, 2017 - 10:36am

## Localized Flooding May 2017

e-Subscribe

Get updates directly to your inbox.

[SIGN UP FOR E-MAILS](#)

# Lake Levels and returning to normal



**Kelowna**  
Fire Department



Central Okanagan  
**EMERGENCY OPERATIONS**

[cordemergency.ca](http://cordemergency.ca)

[kelowna.ca](http://kelowna.ca)



# KEYS TO SUCCESS (FROM EOC)

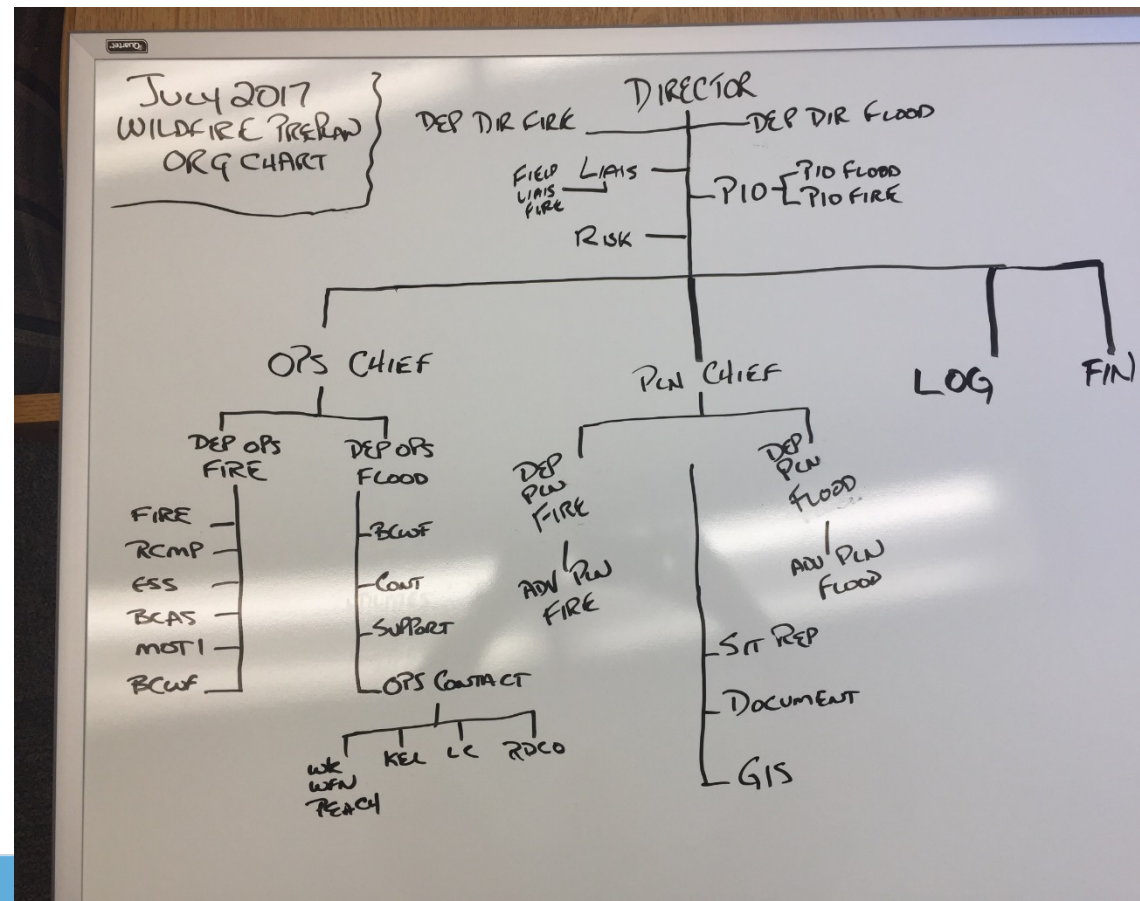
- ▶ Staffing the EOC
  - ▶ Having the right people in the right place (lead contractors, EOC staff)
  - ▶ Mentoring/training/job shadowing



# KEYS TO SUCCESS (FROM EOC)

## REMEMBER THE ROLE OF THE EOC

- Coordinated operations, independently control at site, communicated through EOC



## LESSONS LEARNED - SO FAR

- ▶ Regional programs work
- ▶ Advanced Planning
- ▶ Messaging is crucial
  - ▶ [Cordemergency.ca](http://Cordemergency.ca)
- ▶ Staffing
- ▶ Role of the EOC

# LESSONS LEARNED - SO FAR

## ► Partnerships

- EMBC
- BC Wildfire
- Salvation Army
- MOTI and Bridge Contractors





# LESSONS LEARNED - SO FAR

## ► ESS



Thank You!



Thank-you

Questions and Comments

[www.cordemergency.ca](http://www.cordemergency.ca)

