



AGENDA
DISTRICT OF PORT HARDY
COMMITTEE OF THE WHOLE MEETING
6:30PM TUESDAY MARCH 13, 2018
COUNCIL CHAMBERS, MUNICIPAL HALL
7360 COLUMBIA STREET

Mayor: Hank Bood
Councillors: Pat Corbett-Labatt, Dennis Dugas, Rick Marcotte, Fred Robertson, John Tidbury and Leightan Wishart

Staff: Allison McCarrick, CAO; Abbas Farahbakhsh, Director of Operational Services; Heather Nelson-Smith, Director of Corporate Services; Leslie Driemel, Recording Secretary

<u>Page</u>		Time:
	A. CALL TO ORDER	
	B. APPROVAL OF AGENDA	
	Motion required	1. 2.
	C. STAFF REPORT	
1-3	1. Heather Nelson-Smith, Director of Corporate Services (March 6/18) re: Emergency Instant Alerting Solution. For information.	
	2. Heather Nelson-Smith, Director of Corporate Services re: Rezoning 8700 Park Drive.	
	D. NEW BUSINESS	
	No new business	
	E. ADJOURNMENT	
	Motion required	1. 2.
		Time:



DISTRICT OF PORT HARDY

STAFF REPORT



DATE: March 6, 2018 **FILE:** Reports
TO: Allison McCarrick, Chief Administrative Officer
FROM: Heather Nelson-Smith, Director of Corporate & Development Services
RE: **Emergency Instant Alerting Solution**

BACKGROUND

The Council has been looking at options for an alert system for emergencies including a siren for the Storey's Beach Beaver Harbour Road area to alert for tsunami evacuation. Due to risk and financial considerations other options have also been sought to notify the public when an emergency occurs.

The current notification procedure, when time permits, includes door to door notification to alert the affected public, our web site, Facebook and Twitter notifications.

Challenges:

- How do we reach everyone as quickly as possible.
- Not everyone is on the internet.
- Finding a system that is cost effective with an overall reach.
- Ensuring the solution has other capabilities.

Alternative solutions, like phone dialers, are an all-around solution that can benefit the District in many ways.

Different options were considered including app-based software which requires the end user to have a smart phone and other alerting systems that only do text messaging.

PROPOSED SOLUTION

Telmatik is a universal mass notification solution that allows the District to notify the residents who are subscribed to the service via text, phone (cell and landline) and email of various events that can be set up by the District including but not limited to:

- Tsunami notifications
- Fire Bans
- Newsletters
- Evacuations
- Water/sewer interruptions
- Road closures
- Public notices

The service allows the resident to choose what notifications they wish to receive and go back into the system to upgrade with a new phone number, address or their contact preferences.

The District can also choose specific areas and addresses using a map tool which would allow focused target messages without having to notify the entire list.

When a voice call is made to your phone, the District has the choice to choose who the call is coming from so that it will show on your call display specific to the event like a 'Tsunami Warning' or 'Fire Ban'.

The system also allows us to track how many have received the notification and follow up with those that have received the warning.

In addition, you can have messages repeat automatically, which will be a benefit when trying to overcome the do not disturb feature on smartphones which allows calls to come in after 2 attempts.

The service offers 24/7/365 support and should our internet and/or phonedlines go down the service can be accessed by customer support to send the alert via landline or satellite phone. The service provider is in another province, which means that if the event is a provincial one (earthquake) we won't have the issue where the service provider is also dealing with the same emergency.

Subscribers can call into the District office to set up their notification settings (for those without internet) and a button can be added to the front page of the web site for online subscription.

FINANCIAL IMPLICATIONS

For approximately 4500 subscribers, which would allow for expansion of notices to our neighbouring communities, the cost is \$4,700.00 in the first year and \$4,200.00 for every year thereafter.

There is no limit to the messages that can be sent, and the service can be cancelled at anytime.

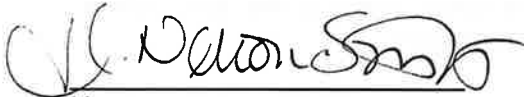
This item has not been budgeted for the 2018 year.

There is an opportunity for additional managers, including the Regional District or other municipalities, to be added to the program and those partnerships will be considered if Council wishes to implement this system.

STAFF RECOMMENDATION

Take the report to Council for consideration.

Respectfully submitted,



Heather Nelson-Smith
Director of Corporate &
Development Services

I agree with the recommendation.



Allison McCarrick
Chief Administrative Officer



A Universal Mass Notification Solution Tailored to Fit All Sectors !

EXPRESS MESSAGE™ exclusive features.

- Notify instantly anyone, anywhere, anytime from wherever you are. May it be an urgent message or just a simple notification.
- No limit on number of messages you can send.
- No changes in your IT or phone system infrastructure. No software to download.
- Send your messages even when your internet is down and/or you have no online access.
- Pay monthly. No long-term commitment required. No cancellation fees.
- Free 24/7/365 live support.
- All updates are at no extra fee.
- Perfectly Adapted for the Management of Communications during Emergencies and/or Simple Notifications

A Robust and Efficient Communication Platform

- Text Messages (SMS) are sent at the rate of 10,000 per hour
- Emails are sent instantly, regardless of the volume.
- Automated Calling (including TTS and Voice Mail) is processed at the maximum rate of 5,000 per hour.
- Predetermined distribution groups can be established
- The contacts in your database can opt to receive messages using various modes of communication (SMS/Email/Automated Voice Call)
- Message Delivery Confirmation through a Live Progress Dashboard.
- Easy management of contact lists, including bulk imports.
- A self serve portal where citizens can manage their own profiles.

We can show you, in less than 15 Minutes over the phone, while sharing our screen with you, how Express Message™ can and will Demystify & Simplify your Communications moving forward.

Please Let us know of a good time and date that works for you and we will call you and make a quick presentation so you can see for yourself how it works and how Robust and Efficient it is.

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