

# TOWN OF COBOURG WINTER STORM OVERVIEW AND RESPONSE

DECEMBER 23 – 25 2022

## TOWN OF COBOURG EMERGENCY MANAGEMENT

PRESENTED AND PREPARED BY:  
BRENT LARMER, CEMC, DIRECTOR LEGISLATIVE SERVICES,  
CLERK



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Town of Cobourg



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# EMERGENCY MANAGEMENT DEFINED:

Ontario Definition:

“A situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise”



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# Emergency Plan

A plan of action for the most effective deployment of all services, resources, agencies and personnel required to prevent and mitigate peacetime emergency incidents in the Town of Cobourg, and in so doing, safeguard the property, health, welfare and safety of the Town's inhabitants.

Town of Cobourg Community Emergency Management Program By-law including Emergency Plan approved in 2012 and amended in 2015.



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# Emergency Management

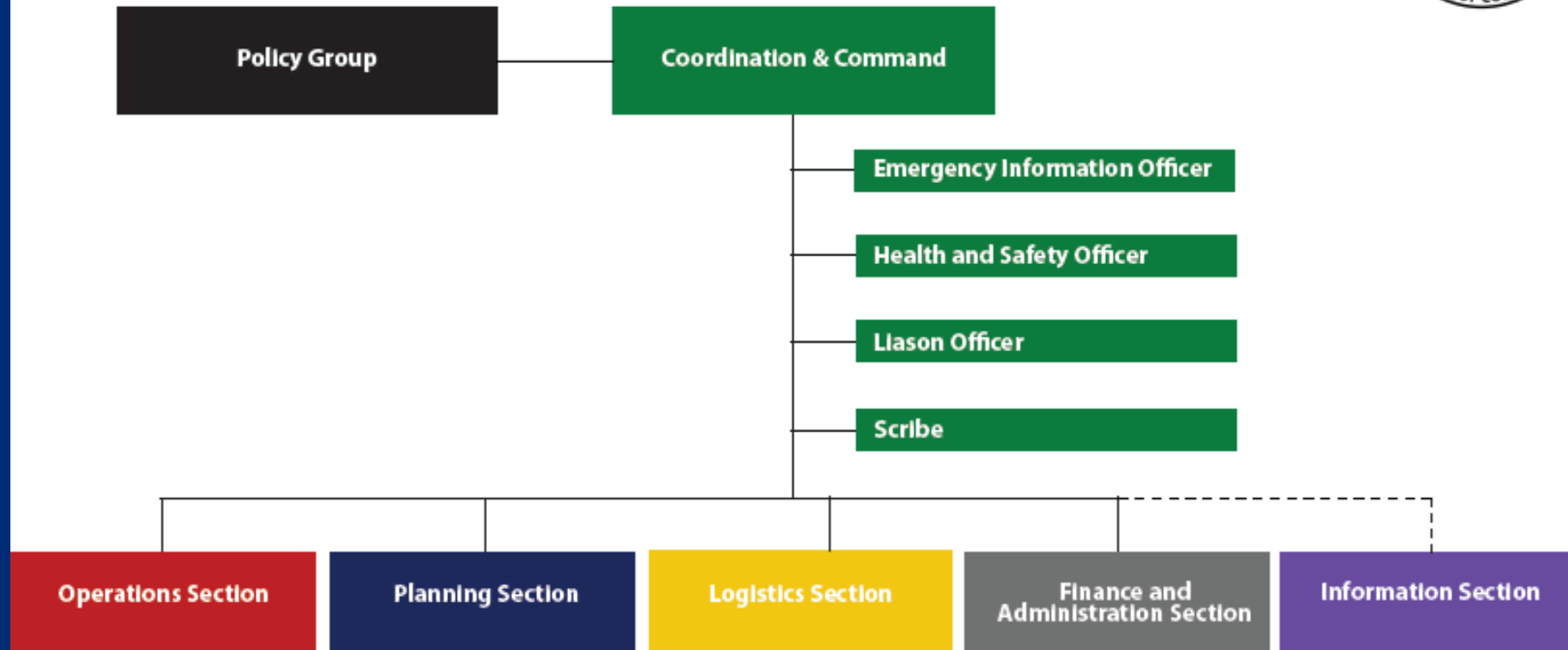
- Responsibilities
- **CEMC – Brent Larmer**
- **Alternate CEMC - Ellard Beavan**
- Responsibilities
  - The Legislative Services Division has been assigned responsibility for the care and coordination of the Provincially mandated emergency management program. (In effect Jan 22, organizational review from Fire)
  - The Community Emergency Management Coordinator (CEMC) works with the emergency management program committee which has the primary responsibility and is accountable for the delivery of the emergency management program.



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## Emergency Operations Centre (IMS 207)





# WINTER STORM RESPONSE EMERGENCY OPERATIONS TEAM



## Town of Cobourg Emergency Operation Team:

- Started to Meet regularly on December 23, 2022 at 2:00 P.M. until December 25<sup>th</sup> 2022 at 9:00 A.M.
- Total of twelve (12) official EOC Meetings in two (2) days and one (1) on Christmas Day
- Multiple phone calls and email, text back an forth throughout three days.

For the Winter Storm  
Emergency Response, Team  
consisted of:

- CAO
- CEMC
- Fire Chief/Alternate CEMC
- Police Chief
- Public Works
- LUSI
- Communications
- Manager of Facilities



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# ALL FRONT LINE STAFF

Over 50 Front line Staff during the Holiday worked, assisted and contributed to response and recovery.

THANK-YOU



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# COBOURG RESIDENTS

- Thank-You for supporting one-another, staying off the roads, helping neighbours and Strangers (new friends), and sending in your encouragement to Municipal Staff and frontline responders!



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# WINTER STORM OVERVIEW

December 23, 2022 to  
December 25, 2022



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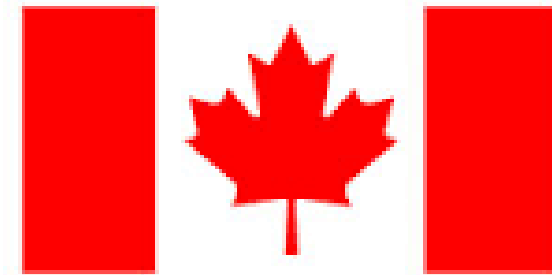
# WINTER STORM OVERVIEW

- On Friday December 23, 2022, a [powerful winter storm](#) moved into Ontario, bringing with it rain, snow, high winds, and freezing temperatures. The storm, caused by a surge of Arctic air clashing with warm, moist air over the Mississippi Valley, sparked a weather bomb over the Great Lakes, leading to this [significant event](#).
- The storm continued to move through southern to eastern Ontario on Friday afternoon, bringing with it a shot of Arctic air, snow, and high winds to create blizzard and whiteout conditions. Paired with the layer of ice caused by the earlier rain, this created very slippery and dangerous conditions for commuters and travellers.



# WINTER STORM OVERVIEW

- Environment Canada said that in addition to potentially dangerous driving conditions, the winter storm could cause power outages as well. “Consider altering plans through the holiday weekend as travel conditions may become dangerous. Extensive utility outages are possible. Temperatures Friday night into the weekend will likely be the coldest of the season to date,” the agency said. (December 21, 2022)
- Environment Canada urged people to stay tuned to local weather conditions throughout the next few days. “While there is high confidence in a high impact winter storm, the details regarding wind speeds, precipitation types and amounts remain uncertain at this time,” the agency’s statement said. “Please monitor your local forecast and the latest alerts for your area.”
- While a low of 4 C is expected Thursday, the temperature is expected to plummet to -10 C on Friday. The temperature is then expected to remain below the freezing mark all the way through Boxing Day on Monday, hovering between -10 C and -4



**Environment  
Canada**

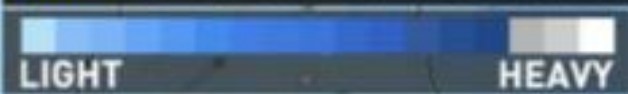


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# WIND GUSTS AND SNOW

FRIDAY AFTERNOON & EVENING



## WINTER STORM OVERVIEW



# WINTER STORM OVERVIEW

## CONTRIBUTING FACTORS TO EXTRA PLANNING

Holiday Season:

Residents:

- As this was a significant weather event with record breaking weather conditions and winds, it made it more difficult being the Holiday Season and on days which are celebrated with others, and as last-minute shopping, travel, gathering, visiting those alone occurs.

Town:

- Increased vacations of Staff out of the country and on vacation, this time of the year tends to be less demanding and allows Senior Staff to holiday and travel out of Northumberland, province and country.
- Emergency Planner position vacant, was main point of contact for planning and assisting in an emergency.
- Staff unable to travel due to weather and attend the response in Cobourg.



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# EMERGENCY OPERATIONS CENTRE ACTIVATION

December 23, 2022

- On Friday, approximately 11am, first report of power outages in Cobourg from the high winds, including the CCC without power.
- On Friday December 23, 2022, the Town of Cobourg Emergency Response activated to monitor the ongoing Storm and intense weather conditions happening within the Town of Cobourg virtually.
- 1:00 P.M. – LUSI first social media and notice to the public on power outages and unsafe work conditions related to the weather.
- 1:30 P.M. – Update to Council on current operations and status with enhanced monitoring and the activation of the EOC



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#### Lakefront Utilities

We are responding to multiple outages in Cobourg and Colborne.

Unfortunately, the heavy winds and snow have created an unsafe work environment for our crews. Due to the unsafe conditions, restoration time will be longer than normal.

Crews will work as quickly and safely to restore power to all impacted customers when safe to do so.

Updates will be posted as they are received.

Please be safe and thank you for your patience.

Today's Northumberland Town of Cobourg, Ontario  
Northumberland 89.7 FM Small Town Radio Cobourg  
Police Service Northumberland County Breaking  
News Feed

# EMERGENCY OPERATIONS CENTRE ACTIVATION

December 23, 2022

- 3:05 P.M. The Town of Cobourg sent a **press release on the ongoing power outages** and the Town of Cobourg and LUSI response with an estimated restoration time due to conditions. Messaging also out on social media.
- 6:30 P.M. The Town of Cobourg through the Public Works Director and CEMC declared a Significant Weather Event for the Town of Cobourg.
- A “Significant Weather Event” is declared when the weather event poses a danger to drivers and pedestrians is considered a Significant Weather Event. Municipalities can declare a “significant weather event” under the *Municipal Act, 2001*, Regulation number 239/02, relating to the maintenance of municipal roads, sidewalks and bike lanes. All roadways in the municipality are deemed to be in a state of repair with respect to snow accumulation and snow clearing activities will take longer than normal to complete.



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# EMERGENCY OPERATIONS CENTRE ACTIVATION

December 23, 2022

- 9:00 P.M – EOC notified of power restoration F4 feeder out of the Brook Road Substation and holding, restoring power to the CCC, Densmore area and several hundred customers.
- 9:30 P.M – EOC notified that the County run Warming Shelter will be open through the night and available during the day on December 24, due to the weather event and to be operated per normal at the St. Peters Church location.
- 10:54 P.M – EOC notified of power restoration F2 feeder picking up approximately 2,500+ customers.



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# EMERGENCY OPERATIONS CENTRE ACTIVATION

- 11:30 P.M. Town issues final press release for December 23, 2022 with update to residents and for those who are without power and in urgent need to get warm, the Town provided a phone number to contact staff which was monitored through the night if needed to, find a place to get warm for the evening. Staff also reminded residents Due to the continuation of high winds and blowing snow, roads and sidewalks within Town have become very dangerous. The Town of Cobourg also advised all residents to remain at home unless absolutely necessary.
- Same press release included the formal announcement of the opening of the Cobourg Community Centre as a warming center for extended hours on December 24<sup>th</sup> starting at 9am for resident to warm up or charge your phones and devices.



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# WINTER STORM OVERVIEW

December 24, 2022

## Morning EOC Review:

- Provincial Emergency Operations Centre on Alert and Responding Status – multiple municipalities declared emergency.
- Widespread road closures occurred across the province including Highway 401. The Ontario Provincial Police continued to urge people to avoid any travel, as road conditions were dangerous and increased during the night as the storm continued.
- Besides road closures and flight cancellations, more than 82,000 Hydro One customers in Ontario were without power at the height of the storm on Dec 23 and night and into Dec 24 morning.
- Multiple collisions and stranded vehicles on 401. OPP reporting difficulty attending calls on 401 between Bowmanville and Belleville.



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# WINTER STORM OVERVIEW

December 24, 2022

7:30 A.M – CEMC monitoring of SM, notice of chatter on Twitter of Passengers stranded on the Train since 6pm on December 23, 2022. (further investigation)

8:00 A.M EOC Staff jump on a Virtual call to get an update from all services on the events of the night.

- Long-Term Care Home reporting no power and dropping temperatures;
- Best Western, receiving multiple stranded travellers from the 401 as with accidents and road closures
- Multiple trees and lines down, and calls coming in overnight on power outages and accidents.
- Roads in disrepair, Staff keeping up at keeping main routes open.



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# WINTER STORM OVERVIEW

December 24, 2022

8:30 A.M – Police investigate on reports from EOC on a disabled VIA Train, call comes in to Fire and Police notified by a passenger of the stopped Train at the Burnham and Glen Watford Area. Reported Approx. 250 Passengers.

- Constable confirms over 15 hours on train and through the night with limited resources and notifies EOC and the Team to enact a evacuation plan.
- Transportation supervisor organizes buses to be at location to transfer passengers to CCC Evacuation Centre for warmth and respite from Train.
- Police on scene to coordinate the response.



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# WINTER STORM OVERVIEW

December 24, 2022

- Cobourg Police report that Multiple 911 calls were received from passengers demanding the police to attend to rescue them from the train – unfortunately, the location of the train was unknown. The police initially attended the VIA Rail station and the station attendants advised that the communications were down and could not confirm the location or train that required assistance.
- The police communications centre was eventually able to advise that the 911 calls were originating from a geolocation near Burnham Street at Westwood. Enroute to the location of the train, officers located approximately 15 passengers that had disembarked and walked eastbound to the Westwood Convenience and arranged personal transportation.
- Police attended the area and after an extensive search, they located the disabled train on the north tracks south of Daintry Crescent. The police helped to coordinate services for the stranded train.



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# WINTER STORM OVERVIEW

December 24, 2022

- 9:30 A.M. Town of Cobourg CEMC called the Provincial Emergency Operations Centre (PEOC) of the potential for a Declaration of Emergency for the Town of Cobourg due to the potential Via evacuation of passengers across Town to the CCC.
- Red Cross contacted in order to plan ahead and make the request for their assistance to accommodate a potential of over 300 individuals that may require overnight accommodations at the CCC facility.
- 10:45 A.M. Cobourg Police Chief notifies the EOC that Via is sending an emergency relief Train to transfer the passengers to be taken back to Union Station.
- EOC Stands down, but maintains evacuation plans if necessary.
- Town updates the PEOC of status.
- 11:25 P.M Relief Train arrived and transported passengers away from the Cobourg Area.
- 11:30 PEOC notified of the change in evacuation.



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# WINTER STORM OVERVIEW

December 24, 2022

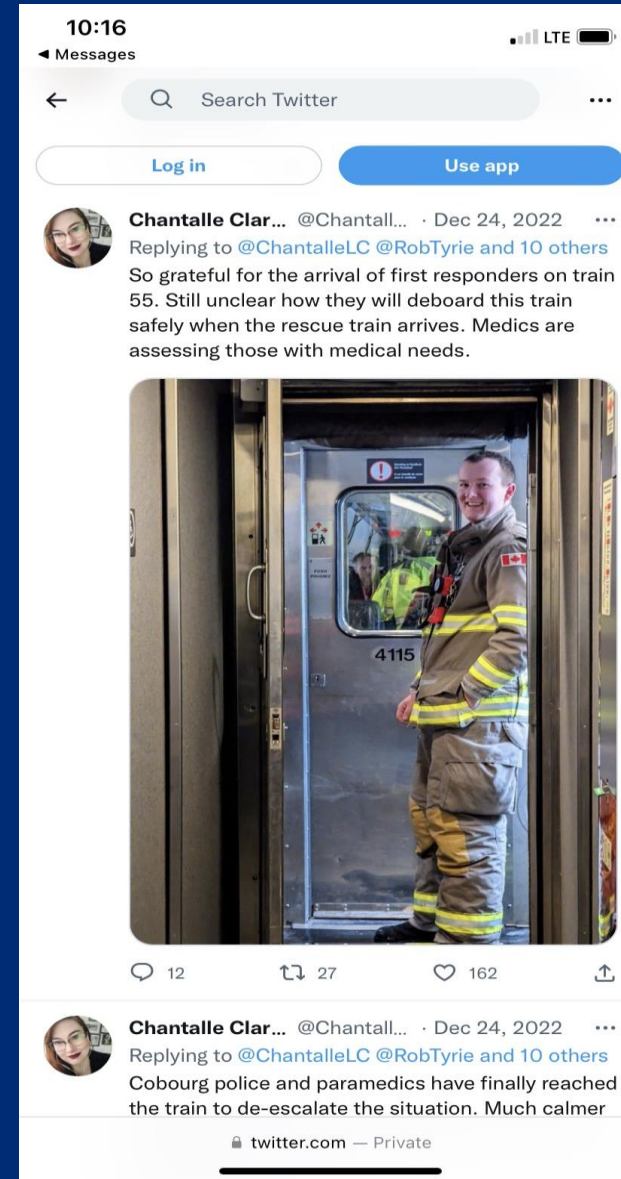
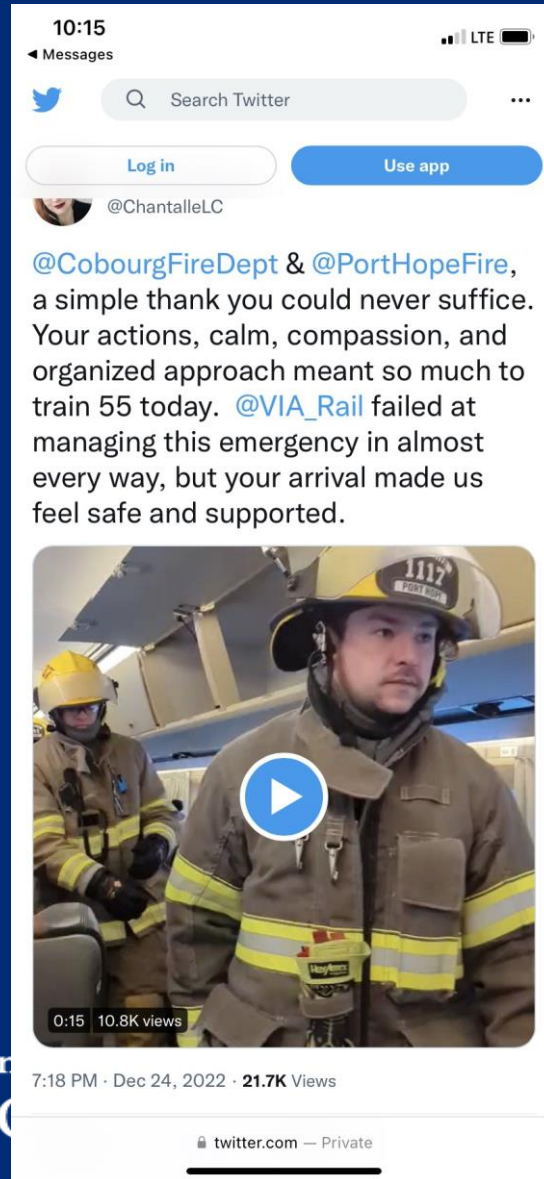
Prior to Arrival of Relief Via Rail Train, Cobourg Emergency Services and Mutual Aid with Port Hope on Scene to make sure that passengers had essentials and were treated for any medical assistance.



Twitter Feeds and photos of response



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# WINTER STORM OVERVIEW

December 24, 2022

## Other issues noted:

- LTC residence reporting without power later in the day on December 24<sup>th</sup>, 2022.
- Retirement Residence portion of Roof came off in the storm during the morning and reported later in the day.
- The high winds did cause an issue with the Victoria Hall clock but that was just a routine service call to rectify that problem.
- Fire Department Communications at one point went down, needs to be updated.



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# OPERATIONS RESPONSE – WARMING ROOM

December 24, 2022

- The Town of Cobourg enacted a Warming Centre at the CCC on December 24<sup>th</sup>, 2022 at 9:00 A.M.
- CCC open from 9:00 A.M to 10:30 P.M.
- Town changed the Phone Line to CCC reception where residents could call in and speak to Staff for information.
- Eight (8) Town Staff attended CCC to assist with answering calls and assisting residents and visitors.
- Over 60 Residents and Travellers used the space to get warm, receive hot beverages and charge devices.
- At 1:00 P.M. OPP dispatch called and notified the CEMC that they would be dropping off travellers stranded on the 401



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# OPERATIONS RESPONSE – WARMING ROOM

December 24, 2022

- 2:00 P.M. until 8:30 P.M. the Town of Cobourg received stranded travellers from the 401 and rural side streets to seek shelter dropped off at location by Paramedics and OPP.
- Some individuals were stranded through the night of December 23, to early afternoon of December 24<sup>th</sup> 2022.
- Staff offered areas to seek comfort, canteen was open with free of charge food and beverages for those seeking shelter.
- Individuals were thankful for a space to rest, charge devices and speak with family that they were safe.
- Near late in the day 6pm, Staff were seeing an increase in residents looking to get warm and receive more information on status of their power at their homes. Power has been out over 16 hours.



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# OPERATIONS RESPONSE – WARMING ROOM

December 24, 2022

- At 8:45 P.M. Red Cross attend CCC to provide services and Cots, pillows and blankets to those seeking refuge.
- 9:30 P.M – Staff notified residents in the Warming Room that LUSI has fully restored power to all 4,070 residents that were affected.
- The Warming room had five (5) individuals left in the are and spoke to all those present on their night accommodations. Due to the numbers the Town was able to work with Best Western to have them stay with Red Cross at the Hotel and then transition into a hotel room when available.
- 10:30 P.M. CCC warming room vacant with stranded motorist.



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# OPERATIONS RESPONSE- FIRE

## Response:

- Dec. 23: 10 full time, 12 part time (22 total);
- Dec. 24: 13 full time, 11 part time (24 total).
- Chief was with emergency management group, Fire staff advised that there were several calls received, and that some calls may have been unanswered due to no staff at the station.
- Dec. 23: 21 calls;
- Dec. 24: 25 (46 total)
- CO calls— 3 calls total, 2 with CO present, 1 false alarm



# OPERATIONS RESPONSE- FIRE

## Fire Calls:

- 15 calls related to power lines down, arcing power lines
- 5 calls to assist other agencies or fire departments
- 2 calls related to vehicle collisions
- 3 calls related to commercial alarm systems malfunctioning
- 1 call for home flooding
- 6 calls related to “Other Public Service” for tree damage to structures or trees blocking roads



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# OPERATIONS RESPONSE- FIRE

Cost breakdown for Dec. 23 and 24 covering the winter storm period:

**Volunteer** hours on scene or at station = 13.5

Total volunteers = 23

Total cost at pay rate of \$27.45 for Level 5 Volunteer: **\$ 4,282.20**

Total **Full Time** hours for Standby: 16

Cost at pay rate of \$47.83 for 1<sup>st</sup> class FF **\$ 765.28**

Total Full Time hours for **Overtime**: 89

Cost at pay rate of \$47.83 for 1<sup>st</sup> class FF **\$ 4,256.87**

**TOTAL COST:**

**\$ 9,304.35**



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# OPERATIONS RESPONSE- POLICE

- The CPS had a team of police officers (4), special constables (3) and auxiliary officers (3) who responded to calls for service relating to the winter storm. Staffing levels varied slightly depending on whether it was dayshift or nightshift.
- Cobourg Police reported response of the Cobourg Police to the Police Services Board relating to the winter storm
- The police received 35 calls for service due to inclement weather were received during a storm in late December. Reports of trees blown over resulting in multiple downed hydro lines were received. Officers worked tirelessly to assist stranded motorists and coordinate the response of Lakefront Utilities and the Town who worked to clear various hazards and restore power.
- Chief of Police, Member of the EOC throughout Emergency.



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# OPERATIONS RESPONSE- LUSI

- Over 4,090 Homes effected as part of the power outage that started as of December 23 at 11am and fully restored by December 24, at 9:30 P.M..
- Four linemen and three management staff along with Lakefront's after-hours answering service and CSRs were responding to calls related to the storm event.
- All applicable staff responded to the storm and assumed additional responsibilities to provide support during the emergency.
- Over 3,300 phone call inquires.
- Over 2,000 inquires through Social Media, mobile application, and emails.
- Majority of inquires were responded to throughout the week. Many were identified as duplicates. Over 930 were responded to within two days.



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# OPERATIONS RESPONSE- LUSI

## LUSI Communications:

- Twitter was updated regularly as information was received and inquiries were responded to regularly. LUSI and the Town coordinated to create synchronized press releases.
- Facebook was updated regularly as information was received and inquiries were responded to regularly. LUSI and the Town coordinated to create synchronized press releases.
- LUSI website, mobile application, social platforms, and media contacts were regularly updated.
- CEO kept the Board regularly informed with any new and important changes.



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# OPERATIONS RESPONSE- TRANSIT

- Saturday, December 24 - 7:45 am – Contact made with Century Transportation regarding the status of driver's ability to arrive safely to work as well as updates on roads conditions. Century Transportation advised that transit services will resume as best as possible given the inclement weather and numerous power outages within the Town. Medical trips were also scheduled i.e., dialysis treatments, which were successfully completed.
- Saturday, December 24 approximately 8:40 am EOC reporting a train issue at Burnham St crossing. EOC requested that transportation be coordinated at the site of the derailment, taking the stranded to the Cobourg Community Centre (CCC) for approximately 250 passengers.
- A call was placed immediately to the Emergency On-call for Century Transportation. The current situation was relayed and the resources that the Town would require in terms of drivers and buses for approximately 250 passengers. The operations manager then reported back after calling drivers that were available to help with the emergency transportation. Century Transportation staff acted swiftly and was able to secure four (4) school buses which were enroute to the scene within 30-45 minutes of our request. Century Transportation acted fast and provided drivers and buses swiftly to accommodate the Town's request.



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# OPERATIONS RESPONSE- TRANSIT

- 10:30 A.M.- Notification was then made that buses would no longer be required at the Train scene as an emergency train would be provided for stranded passengers. A request was made to send buses already on scene in Cobourg Retirement Residence to assist with an opportunity to keep residents warm
- 4:30 P.M. Town staff contacted Community Care Northumberland at approximately to request transportation assistance for residents and stranded motorists who were located at the Cobourg Community Centre to get home within the Town or to be taken to the Best Western for the evening.
- Community Care responded immediately, sending a driver to the CCC within 30 minutes of staff's request. Community Care driver reported to the CCC and aided where necessary until he was relieved of his duties at approximately 8:30 p.m. Divers able to transfer stranded individuals to Best Western to spend the night.

***A HUGE thank you to our transit partners, Century Transportation and Community Care Northumberland and their drivers for coming forward and helping the Town with emergency transportation requirements during this significant weather event over the Christmas holidays.***



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# OPERATIONS RESPONSE- PUBLIC WORKS

## Calls:

There were 105 calls received to P.W lines, Calls that went through to the answering service during the storm were fielded by On-Call Operator.

## Snow Plowing:

Public Works started winter storm operations for this storm on Dec 23/22 at 12:00pm. Four (4) employee's in plowing and salting on Loops and Collector's until about Dec 24/22 at 1:00pm. Visibility and drifting got so bad in areas at about 9:00pm and Director called a fifth employee in to operate the grader to open Workman Rd an Greer Rd as it was to much snow for the plow trucks to move. After thirteen (13) hours Director sent first four (4) employee's home for a rest and brought two (2) more employees in to continue plowing operations. At noon on Dec 24/22, Road Supervisor brought five (5) more employee's in and started plowing and salting in the Blocks and Staff had roads cleared by Midnight Dec 24/22 and everyone went home. Staff came back in on Dec 27 for four (4) hours and cleared Town sidewalk on overtime.



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# OPERATIONS RESPONSE- PUBLIC WORKS

## Staffing:

Out of Thirteen (13) of Public Works crew, there were eleven (11) in at some point of the storm, the other two (2) were on vacation. Public Works had 210 staff hours in overtime and 320 staff hours at regular time.

## Tree's Down

Director received 53 calls from TAS communications from the start of the storm Dec23/22 which were mostly tree's down and traffic lights blown off or not working. Director worked along side with Town Arborist with the tree's down to determine if their Town tree's or private tree's. Staff had to determine if hydro was involved in tree in the downed tree's. Arborist had crews from OLC in clearing trees. As for Town staff removing tree's, this was done during normal working hours. Director also received six (6) calls from the fire dept asking for barricades and road closed signs.



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# OPERATIONS RESPONSE- PUBLIC WORKS

## Damage:

Director had to call in contractor Black an MacDonald to replace three (3) traffic light heads that blew off during the storm and had two (2) more traffic lights that would not reset an stayed on flash till contractor got here on Dec24/22. The Pubic works crew dealt with numerus sign damage. Ferguson Electric was dealing with about a dozen street lights that blew off poles or were taken down by tree's falling.

## Environmental Services:

Three (3) staff members called in to monitor plants and pump stations as the earlier rain prior to the snow storm had created high flows at the facilities so more pumps were operating than under normal conditions. Power was lost at WPCP#1, all five (5) sanitary pumping stations, all three (3) storm pumping stations. Only WPCP#2 remained with power throughout the storm. All facilities have back up generators however only two (2) sanitary pump stations have natural gas generators. Staff were concerned of diesel generators running out of gas and have no method of filling tanks besides jerry cans. Parks staff assisted by transporting 200L by truck to Plant#1 Cooke's fuel was also called to deliver fuel and they were able to top up facilities on December 24th.

Several trees fell on the driveway to one of the sanitary pump stations (where two (2) stations are located) and had to be removed by public works staff to allow access to refuel the generator.



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# OPERATIONS RESPONSE- COMMUNITY SERVICES

## Overview

- Town Arborist, worked alongside other departments, including Public Works, LUSI and their crews. Manager, Parks, and Town contractor Ontario Line Clearing throughout the storm.
- Parks Forman, spent more than several hours on December 24 coordinating with CCC, Environmental Division, LUSI, and other Town departments to fill up generators during the extended power outages to help keep the critical infrastructure going.
- During December 24<sup>th</sup> Parks staff were also tacking plowing operations to keep sidewalks and paths open.



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# OPERATIONS RESPONSE- COMMUNITY SERVICES

## General Tree notes

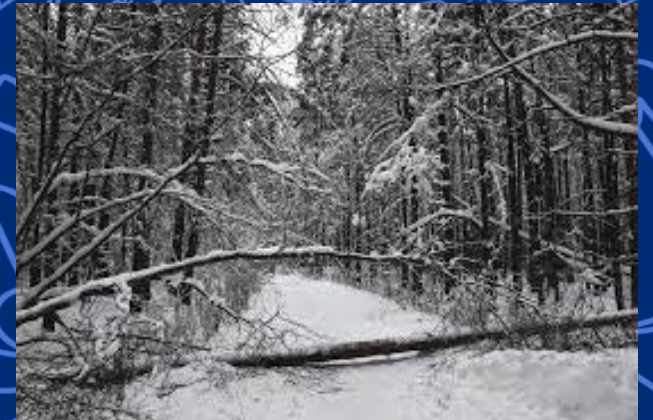
- Most of the trees lost in Town from the windstorm were on private property. We do not have a number on these losses.
- A majority of the trees lost due to the windstorm were (blue) spruce trees followed by a small number of pine and some deciduous trees.
- No damage to young or recently planted trees.

## Numbers of trees affected at of today.

- Municipal inventoried trees that were lost: **34** (this number may grow as we do follow inspection)
- Municipal trees not inventoried that were lost: **37** (these are trees on town property but not tagged in the Town GIS Asset database.
- Maintenance on trees that were not removed i.e.; fallen limbs, hangers or broken branches. Total number: **25** (this number may grow as we do follow inspection)



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# OPERATIONS RESPONSE- COMMUNITY SERVICES

## Park Trees

- Park Trees: 11 trees were affected (this number may grow as we do follow-up inspection)
- Victoria Park lost a very mature Silver Maple onto the lawn bowling and three (3) big spruce trees in the parks southeast area.
- Pease Park: 3 trees were uprooted.

## Current Conditions

- About 90 % of the storm cleanup has been completed.
- Still receiving calls & emails from residence that have concerns or are just discovering problems.



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# OPERATIONS RESPONSE- COMMUNITY SERVICES

## Watershed (Town creeks)

- The Cobourg creek has slightly been affected in areas where the trees have fallen into the creek, Town properties are being assessed and clean-up is being scheduled where necessary.
- Brook creek has been affected in several areas, around the old Brookside detention center and south of King E to Lakeshore. Town property along this creek is being assessed and cleaned up where necessary. Much of this creek is privately owned.

## Biggest positive to take away.

- No report of fatalities or injuries were reported to our knowledge from trees.



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# OPERATIONS RESPONSE- COMMUNITY SERVICES

## Infrastructure

- several wood fences as well as some metal fences, were damaged by Town trees. We are working with contractors to get these repaired.
- Parks lost two park signs. (Will be replaced before spring)
- Legion Field backstop netting and bench screening were damaged.
- Several sections of the New Amhurst Clock Town roofing came off and will need to be replaced. Working with contractors to get these repaired.
- A lot of the beach sand had blown up, and there will be extra work in the spring to clean the sand out of shrub beds.
- There were some lights along the Harbour and Beach walk that failed.



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# OPERATIONS RESPONSE – INFORMATION AND COMMUNICATIONS

## Emergency Information Officer during an Emergency

- Committed to releases and updates to the public for consistent information every two hours from 2pm to 8pm.
- 11 Facebook posts
- 11 Twitter posts
- 10 Instagram posts
- 9 press releases
- Continuous response to private messaging and public messaging to residents on Social Media and email.



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# LESSONS LEARNED

1. The Town's Emergency Operations Centre and Team worked well & Staff Training in EM and Incident Management System worked well in the Emergency.
2. Strong liaison relationships with external agencies are critical in emergencies. This can be worked on with OPP and Crown Agencies (VIA).
3. Cobourg Community Centre requires uninterrupted power source and an upgrade to generator response at CCC.
4. Timely & accurate communication of information to the public is critical.
5. Impact of traffic signals being out was minimized due to lower holiday traffic volumes
6. Most Town generators run on Diesel, need to understand the capacity for hours of operation and length of time until refueling.

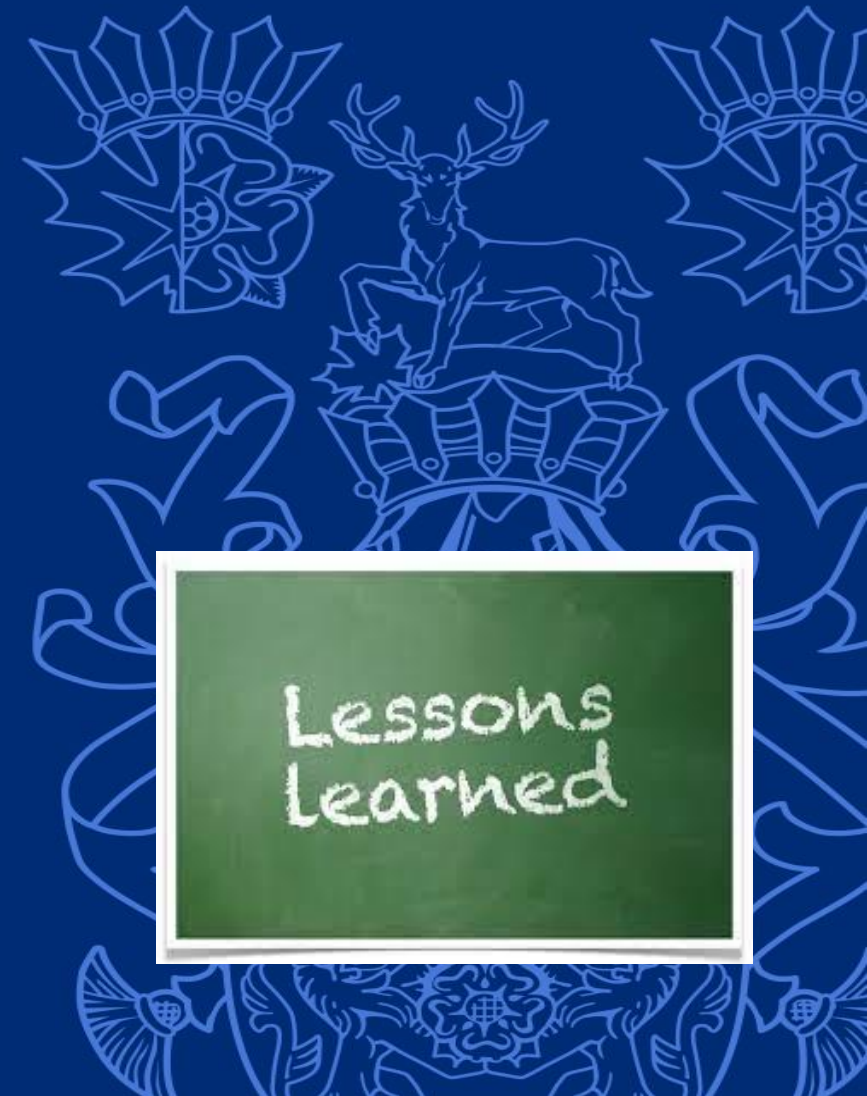


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# LESSONS LEARNED

7. Traditional forms of communication are insufficient during an extended and wide-spread power outage, for example media release, need a quicker source and rely more on Social Media.
8. Public education needed to teach residents how they can make their private property more resilient. Including 72 Hour Kits.
9. Locating vulnerable residents is difficult.
10. Improve linkages with community groups that can be deployed to assist with food for warming center and assist with vulnerable residents.
11. Dedicated call line or center that is consistent to field call from residents.
12. Need onsite Emergency Shelter resources (cots, pillows, blankets).



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# LESSONS LEARNED

13. Accurate Data/Analytics is critical to informing the Towns's emergency response efforts (precise location(s) of power outages/number of homes impacted, LTCH and other vulnerable areas etc).
14. Virtual EOC Library needed for EOC Members on existing Plans and Emergency Contact numbers for virtual members due to Travel restrictions.
15. Early communications to the public and monitoring of weather events more proactively.



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# RECOMMENDATIONS AND ACTIONS

1. Train additional Staff Members in EOC operations & create expanded roster of staff available over extended periods
2. Integrate and purchase a Town of Cobourg controlled Public Alerting System that can be used to educate and support residents and visitors leading up to, during and following an emergency
3. Need to research and plan a communication call center to be activated during an emergency and a central line set up and established. – Automated messages to Call Centre?
4. Deliver further public education on emergency preparedness
5. Reach vulnerable residents by establishing a formal network of community groups and organizations to share/extend reach of information generated by the Town (e.g. ratepayers' associations, faith groups, Community Organizations)



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# RECOMMENDATIONS AND ACTIONS

6. Evaluate permanent, full back-up power for strategic Municipal assets – CCC.
7. Utilize the Town of Cobourg's SharePoint system to place virtual EOC items available to all EOC Members.
8. Update Town of Cobourg Emergency Plan and Program, last update 2015, and incorporate the IMS Model.
9. Work with Town Planning Department through the Development Review Team to proactively request and inquire on back-up power plans (generator) with developers and applicants for multi-unit and LTC residences.
10. Leverage the upcoming ICSP recommendations on ways to put in place strategies to mitigate climate and extreme/severe weather events.



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# QUESTIONS/ DISCUSSION

