ISSUES NOTE: Public Safety and Solicitor General 2021-09-16

EMBC – PUBLIC ALERTING

SUGGESTED RESPONSE:

- Given the increasing threats our communities are facing due primarily to climate change, the Province is prioritizing the expansion of the Alert Ready system in B.C.

- Broadcast intrusive alerts have unique advantages with their reach and impact, which can complement the emergency alerting already performed by EMBC and local governments.

- We've made significant strides in recent years in how our government supports British Columbians in emergency mitigation, preparedness, response and recovery, and I'm committed to finding the right solution to expand our provincial alerting program.

IF ASKED ABOUT EXPANDING THE SYSTEM TO OTHER HAZARDS, SUCH AS WILDFIRE:

- B.C. is actively examining what role Broadcast Intrusive alerting systems could play in notifying the public of other events beyond tsunamis, Amber Alerts and civil emergencies.

- EMBC is prioritizing the expansion of the Alert Ready System to other types of emergencies, such as wildfire.

- It is important to also note that many programs are already in place to alert the public about emergencies, including local government emergency notification systems. We must work to ensure any expansion of Alert Ready complements systems already in place.

- It is important to note that the development of alerting protocols comes with complexity and, as experiences from other provinces and states have shown, it is important that we get this right and implement an approach based on:
  - o how an alerting system complements other forms of notifications
  - o broadcast intrusive versus informational alerts
  - o role of the province in providing training and accreditation, monitoring alerts and potentially intervening if an alert is issued in error or to issue a notification on behalf of someone that is unable for any reason
  - o how the province manages jurisdictional overlap as well as clearly defining the alert area to prevent over alerting.

o provide the service to any community that chooses to not participate at the local level so that there are no gaps in alerting.

BACKGROUND:

The Province can currently use Alert Ready for tsunamis, Amber Alerts and civil emergencies. These alerts broadcast immediately on television, radio and wireless devices. There have been calls to expand alerting to other emergencies, including wildfires. Other provinces have used Alert Ready for emergencies including tornado, wildfire, and civil emergency.

Several communities have already implemented subscription-based alerting through text, email, and calls. Alert Ready does not require a subscription and is the only system that feeds broadcast intrusive messages to all compatible cell phones within the area (that are actively running on an LTE system). Local systems cannot create broadcast intrusive messages.

Public alerting tests are conducted twice a year, usually in late November and during Emergency Preparedness Week in May. The last test of wireless alerting in the province was conducted on in May 2021. Other emergency alerting mechanisms include:
- The notification of local authorities, First Nations, key agencies and the media through the Provincial Emergency Notification System (PENS).
- Emergency notifications provided through EMBC's website (Emergency Info BC), social media (Facebook and Twitter) and by using cross-government email.

How this is different from the Provincial Emergency Notification System (PENS)

PENS is designed provide emergency notification and information about tsunami events that will impact or have the potential to impact B.C. PENS includes Alert Ready Broadcast Intrusive alerts that are pushed to the public through TV, radio and compatible mobile devices. There is also an email and phone component that directly alerts local governments, emergency response officials and the media of tsunami alerts (these organizations then activate their own tsunami alerting protocols).

Media coverage: Wildfire evacuees could have had more notice if B.C. had Alberta's alert system, InfoNews

From:	Chandler, Alex EMBC:EX
Sent:	August 12, 2021 17:01
To:	Maley, Madeline L EMBC:EX; Peterson, Dave EMBC:EX
Cc:	Brach, Pader W EMBC:EX; Ralfs, Brendan R EMBC:EX; Nichols, Alisha EMBC:EX; Herie, Beth EMBC:EX; Delaney, Alex EMBC:EX
Subject:	RE: Alerting
Attachments:	622610 - Information Note for Minister - EMBC Public Alerting - August 10 2021.doc; 622606 - Decision Note for DM - EMBC Public Alerting - August 10 2021.pdf

Madeline / Dave

FYI – material charting path forward for Alerting for awareness.
DM decision note and Info note we used for MMF.

From: Chandler, Alex EMBC:EX
Sent: August 12, 2021 2:58 PM
To: Maley, Madeline L EMBC:EX <Madeline.Maley@gov.bc.ca>; Peterson, Dave EMBC:EX <Dave.Peterson@gov.bc.ca>
Cc: Brach, Pader W EMBC:EX <Pader.Brach@gov.bc.ca>; Ralfs, Brendan R EMBC:EX <Brendan.Ralfs@gov.bc.ca>; Nichols, Alisha EMBC:EX <Alisha.Nichols@gov.bc.ca>; Herie, Beth EMBC:EX <Beth.Herie@gov.bc.ca>; Delaney, Alex EMBC:EX <Alex.Delaney@gov.bc.ca>
Subject: FW: Alerting

As requested Alerting messaging for FN or LG purposes -

- Given the increasing threats our communities are facing due primarily to climate change, it's clear the province needs to better prioritize the expansion of the Broadcast Intrusive Alerts through the Alert Ready system in B.C.
- Broadcast intrusive alerts have unique advantages with their reach and impact, which can complement the existing emergency notification already performed by EMBC, First Nations and local governments.
- EMBC has initiated work to implement regional pilot of the Alert Ready system for wildfire for the 2022 wildfire season.
- However, it is important to note that the development of broadcast intrusive alerting protocols comes with complexity and, as experiences from other provinces and jurisdictions have shown, it is important that we get this right and implement an approach based on:
  - how an alerting system complements other forms of notifications
  - broadcast intrusive versus informational alerts
  - role of the province in providing training and accreditation, monitoring alerts and potentially intervening if an alert is issued in error or to issue a notification on behalf of someone that is unable for any reason
  - How the province manages jurisdictional overlap as well as clearly defining the alert area to prevent over alerting.
  - Provide the service to any community that chooses to not participate at the local level so that there are no gaps in alerting.
- Following the wildfire season, EMBC will be engaging with First Nations and local government to advance this important priority.
- EMBC commits to providing regular updates as this work moves forward.

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MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
EMERGENCY MANAGEMENT BC
BRIEFING NOTE FOR INFORMATION

TO: The Honourable Mike Farnworth
        Minister of Public Safety and Solicitor General

ISSUE: Expanding Provincial Public Alerting Capacity to Additional Hazards.

BACKGROUND:

First Nations and Local Governments are responsible for providing emergency notifications for imminent or unexpected threat to life caused by severe weather disturbances, natural disasters, or other emergencies.

The typical channels include:
- going door-to-door (i.e. first responders, volunteers, etc.)
- sirens (primarily for tsunami related alerts)
- social media channels (including Facebook and Twitter)
- official websites and news releases
- signage providing direction; and
- subscription based notifications (user must sign-up to service)

Broadcast Intrusive (BI) alerting would prove valuable for hazards such as wildfire where timeliness and reach are important to achieving public safety objectives. BI messages are broadcast to everyone within the broadcast area to Radio/TV and/or wireless devices which would increase to reach and timeliness of alerts.

Emergency Management BC (EMBC) has the authority to issue BI alerts in BC through the National Alert Aggregation and Dissemination System (NAAD) using the Alert Ready system. The Province currently only uses BI alerts for tsunami warnings. Within BC, the RCMP also has Alert Ready access for the purpose of issuing AMBER Alerts.

While the Alert Ready system is already being used by BC, a program has not yet been developed by EMBC to allow for Local Authorities and First Nations to deploy BI alerting for hazards within their jurisdictions such as wildfires.

BI Alerts to wireless devices are typically used for the most serious alerts. [s.13]
[s.13]

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Withheld pursuant to/removed as

s.12 ; s.13

**MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
EMERGENCY MANAGEMENT BC
BRIEFING NOTE FOR DECISION**

TO: Tara Richards, Deputy Minister, Emergency Management BC

ISSUE: Expanding Provincial Public Alerting Capacity to Additional Hazards.

BACKGROUND:

First Nations and Local Governments are responsible for providing emergency notifications for imminent or unexpected threat to life caused by severe weather disturbances, natural disasters, or other emergencies.

The typical channels include:
- going door-to-door (i.e. first responders, volunteers, etc.)
- sirens (primarily for tsunami related alerts)
- social media channels (including Facebook and Twitter)
- official websites and news releases
- signage providing direction; and
- subscription based notifications (user must sign-up to service)

Broadcast Intrusive (BI) alerting would prove valuable for hazards such as wildfire where timeliness and reach are important to achieving public safety objectives. BI messages are broadcast to everyone within the broadcast area to Radio/TV and/or wireless devices which would increase to reach and timeliness of alerts.

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While the Alert Ready system is already being used by BC, a program has not yet been developed by EMBC to allow for Local Authorities and First Nations to deploy BI alerting for hazards within their jurisdictions such as wildfires.

BI Alerts to wireless devices are typically used for the most serious alerts. s.13
s.13

Page 08 of 44

Withheld pursuant to/removed as

s.12 ; s.13

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s.12 ; s.13 ; s.17

Page 10 of 44

Withheld pursuant to/removed as

s.13

Page 11 of 44

Withheld pursuant to/removed as

s.12 ; s.13 ; s.17

From:	Maley, Madeline L EMBC:EX
Sent:	August 12, 2021 13:56
To:	Brach, Pader W EMBC:EX
Subject:	FW: INFO: Public Alerting status
Attachments:	622610 - IBN MMF - EMBC Public Alerting.doc; 622606 __Decision_Note_for_DM__EMBC_Public_Alerting__August_10_2021.pdf

Did Alex run these by you at all?

Tx

M

Madeline L. Maley (she/her)
Assistant Deputy Minister Regional Operations
Emergency Management BC
Phone: 250 704-3046 | Cell: 250 318-8441
24 Hour Emergency Reporting: 1-800-663-3456
Follow EMBC at @EmergencyInfoBC and @PreparedBC
Follow the OFC at @BC_FireSafety and @BCFireSafety

With gratitude, acknowledging I am working on the traditional territory of Tk'emlups Te Secwepemc people

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From: Nichols, Alisha EMBC:EX <Alisha.Nichols@gov.bc.ca>
Sent: August 12, 2021 1:51 PM
To: Maley, Madeline L EMBC:EX <Madeline.Maley@gov.bc.ca>; Brach, Pader W EMBC:EX <Pader.Brach@gov.bc.ca>
Subject: INFO: Public Alerting status

Hi there,

As per your request yesterday, both of you will meet with Alex tomorrow at 11:00 to catch up on [s.13]
[s.13]

Attached are an IBN that went to Minister Aug 11, and a DN [s.13]

If these attachments answer your questions, let me know and I'll cancel the meeting.

Thanks,
Alisha

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From:	Brach, Pader W EMBC:EX
Sent:	August 11, 2021 13:32
To:	EMBC PECC Public Information 1 EMBC:EX; EMBC PECC Director 1 EMBC:EX
Cc:	Turner, Jordan GCPE:EX; Harper, Aimee GCPE:EX; Chandler, Alex EMBC:EX
Subject:	RE: EMBC Media request -Global Okanagan - Emergency Alerting

Alex Chandler caught the following if this hasn't been sent already. See red font below for edits.

As per legislation, it is their responsibility to notify on hazards,[s.13]

See edits below for consideration.

Pader

From: Brach, Pader W EMBC:EX
Sent: August 11, 2021 1:20 PM
To: EMBC PECC Public Information 1 EMBC:EX [s.15; s.17]   EMBC PECC Director 1 EMBC:EX [s.15; s.17]
Cc: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>; Harper, Aimee GCPE:EX <Aimee.Harper@gov.bc.ca>
Subject: RE: EMBC Media request -Global Okanagan - Emergency Alerting

Approved. Thank you.

Pader Brach | Executive Director
Regional Operations
Emergency Management BC
Block A – Suite 200, 2261 Keating Cross Rd.
Saanichton, BC CANADA V8M 2A5

Ph: 250-953-3855 Cell: 250-812-2253
24 Hour Emergency Reporting: 1 800 663-3456

From: EMBC PECC Public Information 1 EMBC:EX [s.15; s.17]
Sent: August 11, 2021 10:38 AM
To: Brach, Pader W EMBC:EX <Pader.Brach@gov.bc.ca>; EMBC PECC Director 1 EMBC:EX [s.15; s.17]
Cc: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>; Harper, Aimee GCPE:EX <Aimee.Harper@gov.bc.ca>
Subject: EMBC Media request -Global Okanagan - Emergency Alerting

Pader,

For your approval. These are previously approved speaking points for MFF amended from first person.

Reporter
Megan Turcato, Global - Okanagan
megan.turcato@globalnews.ca
250-309-4548 c: 250-309-4548

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Deadline Wednesday, August 11, 2021 3:00 PM

Request
Doing a story for tonight's newscast about the patchwork of different emergency alert apps and systems different regional districts and local governments are using to notify people of evacuation orders and alerts and other emergency updates.

One regional district spokesperson told us having multiple different systems in different jurisdictions is causing confusion with people from other jurisdictions looking for evacuation information on the regional districts system and not finding it.

Alberta has a province wide alert system that sends alerts to mobile phones.

https://www.alberta.ca/wireless-public-alerting.aspx

Is BC considering adopting a province wide system to provide emergency alert app that would provide people with push notifications to their phones (including information on evacuations orders and alerts) to eliminate this confusion of different local jurisdictions using different system?

I am aware that BC is using the Alert Ready system to send notifications to phones about tsunamis, amber alerts and civil emergencies but looking to see if the province will be expanding its use of Alert Ready or instituting another program to send emergency alert notifications to phones about other emergencies including fire evacuation orders and alerts.

Would a provincial spokesperson be available today for an interview to speak to this?

Recommendation – s.13

- Given the increasing threats our communities are facing due primarily to climate change, it's clear the province needs to better prioritize the expansion of the Alert Ready system in B.C.
- Broadcast intrusive alerts have unique advantages with their reach and impact, which can complement the emergency alerting already performed by EMBC and local governments.
- EMBC has made significant strides in recent years in how government supports British Columbians in emergency mitigation, preparedness, response and recovery, and it's committed to finding the right solution to expand our provincial alerting program.
- EMBC is working to expand the role alerting systems could play in respect to public notification for other hazards.
- There are many programs already in place to alert the public about certain emergencies, including local government emergency notification systems, and door-to-door notifications from groups like the RCMP, the BC Search and Rescue Association, local firefighters and BC Wildfire Service crews. Several communities have also implemented subscription-based cell alerting through text, email, and calls.
  - Current EMBC emergency alerting mechanisms include:
    - The notification of local authorities, First Nations, key agencies and the media through the Provincial Emergency Notification System.
    - Emergency notifications provided through EMBC's website (Emergency Info BC), social media (Facebook and Twitter) and by using cross-government email
    - Broadcast intrusive alerts through Alert Ready for tsunami (EMBC) and Amber Alerts (RCMP E Division)
- Local authorities in B.C. s.13   provide emergency notifications to their residents for all hazards. The Province amplifies all evacuation Orders and Alerts issued by local communities for through EMBC's EmergencyInfoBC website and social media (Facebook and Twitter) channels.

2

- In 2020, the Province worked closely with the RCMP and other BC police services to develop an alerting protocol police can use when faced with a civil emergency that could pose an imminent threat to public safety.
- The Province will continue to work similarly with its emergency response partners to explore other areas where additional public alerting procedures will benefit public safety. However, it is important to note that the development of alerting protocols comes with complexity and, as experiences from other provinces and states have shown, it is important that we get this right and implement an approach based on:
    - how an alerting system complements other forms of notifications
    - broadcast intrusive versus informational alerts
    - role of the province in providing training and accreditation, monitoring alerts and potentially intervening if an alert is issued in error or to issue a notification on behalf of someone that is unable for any reason
    - How the province manages jurisdictional overlap as well as clearly defining the alert area to prevent over alerting.
    - Provide the service to any community that chooses to not participate at the local level so that there are no gaps in alerting

David Karn
Public Information Officer
PECC Emergency Management BC
Media Line: (250) 880-6430
Follow us on Twitter @EmergencyInfoBC and @PreparedBC

From:	Support - Public Alerting <Support-PublicAlerting@pelmorex.com>
Sent:	August 11, 2021 11:17
Subject:	Nouvelle ligne d'assistance en français - 11 août 2021 // New support line in French - August 11, 2021

> **[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

*Message in English follows *

Attention : Organismes gouvernementaux autorisés
* Ce courriel est envoyé à titre d'information seulement. *

Nouvelle ligne d'assistance en français - 11 août 2021

Nous sommes heureux de partager une mise à jour concernant la ligne téléphonique d'assistance en français pour le système ADNA.

Veuillez noter qu'à partir de maintenant, en plus de notre numéro de téléphone d'assistance habituel, nous avons également une ligne téléphonique dédiée en français disponible. Tous les utilisateurs qui préfèrent le français comme langue principale d'assistance peuvent désormais appeler directement notre service d'assistance au **1-289-937-6865**.

Pour rappel, notre numéro d'assistance et notre courriel habituels continueront d'être disponibles 24h/24 et 7j/7 en anglais et en français, comme suit :

- par courriel : **Support-PublicAlerting@Pelmorex.com**
- par téléphone : **1-877-390-1911**

Dans l'attente de vous offrir notre service continu et une excellente expérience de support client, n'hésitez pas à contacter notre service d'assistance si vous avez des questions ou des commentaires pour améliorer notre service.

Merci,

Attention: Authorized Government Agencies
* This email is meant for information purposes only. *

New support phone line in French - August 11, 2021

We are happy to share an update regarding the French support phone line for the NAAD System.

Please note that now onwards, in addition to our regular support phone number, we also have a dedicated French phone line available. All users who prefer French as their primary support language can now directly call our Service Desk Support at **1-289-937-6865.**

As a reminder, our regular support number and email will still continue to be available 24/7 in both English and French as follows:

- by email: **Support-PublicAlerting@Pelmorex.com**
- by phone: **1-877-390-1911**

We look forward to providing you with the continual service excellence and a great customer support experience.

Please do not hesitate to contact our Support Desk if you have any questions or feedback on any future support improvements.
Thank you,
NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

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From:	Support - Public Alerting <Support-PublicAlerting@pelmorex.com>
Sent:	July 28, 2021 10:15
Subject:	Re: FIXED - Update on NAAD System alert interface mapping issue // RÉSOLU - Mise à jour concernant le problème avec la carte du système ADNA

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Attention: Authorized Government Agencies
* This email is meant for information purposes only. *

FIXED - Update on NAAD System alert interface mapping issue

The remaining issue that affected a small number of users was resolved by Microsoft earlier this morning : all functionalities have now been restored across all browsers. We have confirmed that these issues were not associated with our NAADS platform and we are following up with Microsoft to get a complete update on the situation.

Please let us know if you are still having problems.

Thank you for your patience.

Attention : Organismes gouvernementaux autorisés
* Ce courriel est envoyé à titre d'information seulement. *

RÉSOLU - Mise à jour concernant le problème avec la carte du système ADNA

Le problème restant qui affectait un nombre limité d'usagers a été résolu par Microsoft plus tôt ce matin : toutes les fonctionnalités ont maintenant été restaurées sur tous les navigateurs. Nous avons confirmé que ces problèmes n'étaient pas associés à notre plateforme du système ADNA et nous faisons un suivi avec Microsoft afin d'avoir un compte rendu complet sur la situation.

S'il vous plaît, laissez-nous savoir si vous rencontrez toujours des problèmes..

Merci de votre patience.

NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

On Mon, Jul 26, 2021 at 7:05 PM Support <Support-PublicAlerting@pelmorex.com> wrote:

Attention: Authorized Government Agencies
* This email is meant for information purposes only. *

Update on NAAD System alert interface mapping issue

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As mentioned earlier today, our technical team contacted Microsoft regarding the problem related to the credentials error message showing up on the alert interface mapping interface. **This mapping credential issue has now been resolved**.

We are also aware of an intermittent issue impacting a limited number of users where a location service error message appears when using the map. We continue to work with Microsoft and their Bing Maps technical team in order to address this problem. As reported previously those that may still experience this intermittent location error message should use Internet Explorer 11 (IE11) if possible to issue, update or cancel an alert.

If using IE11 is not possible and you observe that error, you may be able to create an alert for the time being if you do not expand the map panel. However, because the Bing map is expanded by default, you will most likely be unable to load a template or update an alert. However, you could consider issuing an alert with a short expiry time and then issue new alerts in place of updates as needed.

We continue to engage actively with Microsoft regarding that remaining isolated mapping issue and will provide an update tomorrow as soon as new information becomes available.

Thank you for your understanding.

Attention : Organismes gouvernementaux autorisés
* Ce courriel est envoyé à titre d'information seulement. *

Mise à jour concernant le problème avec la carte du système ADNA

Comme mentionné plus tôt aujourd'hui, notre équipe technique a contacté Microsoft concernant le message d'erreur apparaissant sur la carte pour des informations d'identification erronées. **Ce problème d'identifiants pour la carte de l'interface d'alerte a été résolu.**

Nous sommes également au courant d'un problème plus isolé affectant un petit nombre d'usagers pour qui un message d'erreur apparaît pour un service de localisation manquant lors de l'utilisation de la carte. Nous continuons de travailler avec Microsoft et l'équipe technique de Bing Maps afin de résoudre ce problème. Nous conseillons aux usagers qui pourraient encore observer ce message d'erreur d'utiliser Internet Explorer 11 pour émettre une alerte, la mettre à jour ou l'annuler.

Si l'utilisation de IE11 n'est pas possible, vous pourrez peut-être créer une alerte pour le moment si vous ne développez pas le panneau de la carte. Cependant, comme la carte Bing est affichée par défaut, vous ne pourrez probablement pas charger un modèle ou mettre à jour une alerte. Une option consiste à émettre des alertes avec un délai d'expiration court, puis à émettre de nouvelles alertes à la place des mises à jour si nécessaire.

Nous continuons de travailler avec urgence avec Microsoft afin de résoudre ce dernier problème isolé. Nous partagerons une mise à jour demain avec les derniers développements.

Merci pour votre compréhension.

NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

From:	Support - Public Alerting <Support-PublicAlerting@pelmorex.com>
Sent:	July 26, 2021 12:06
Subject:	Re: Current issue on the NAAD System // Problème avec le système ADNA

Attention: Authorized Government Agencies
* This email is meant for information purposes only. *

Current issue on the NAAD System

We have identified an issue with the Microsoft Bing map and we are working with them to help solve the issue.

In the meantime, the following recommendations apply:

- to send alerts and updates, use Internet Explorer 11 (IE11) if possible. Please keep in mind that you may still see a Bing-related error (*"invalid login credential"*), but you will be able to select locations from the Location tree rather than the map and submit alerts.
- on other browsers (Firefox, Chrome, MS Edge), you may be able to create an alert for the time being if you do not expand the map panel. However, because the Bing map is expanded by default, you will most likely be unable to load a template or update an alert. If you only have access to those browsers and need to issue/update an alert, an option is to issue alerts with a short expiry time and then issue new alerts in place of updates as needed.

We will send another update in the next hours to keep everyone informed.

Thank you for your understanding.

Attention : Organismes gouvernementaux autorisés
* Ce courriel est envoyé à titre d'information seulement. *

Problème avec le système ADNA

Nous avons identifié un problème avec la carte Microsoft Bing et nous travaillons avec eux pour aider à résoudre le problème.

En attendant, les recommandations suivantes s'appliquent :

- pour envoyer des alertes et des mises à jour, utilisez si possible Internet Explorer 11 (IE11). Veuillez garder à l'esprit que vous pouvez toujours voir une erreur liée à Bing (*"identifiants de connexion non valides"*), mais vous pourrez sélectionner des emplacements dans l'arborescence des emplacements plutôt que sur la carte et envoyer des alertes.
- sur d'autres navigateurs (Firefox, Chrome, MS Edge), vous pourrez peut-être créer une alerte pour le moment si vous ne développez pas le panneau de la carte. Cependant, comme la carte Bing est affichée par défaut, vous ne

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pourrez probablement pas charger un modèle ou mettre à jour une alerte. Si vous n'avez accès qu'à ces navigateurs et que vous devez émettre/mettre à jour une alerte, une option consiste à émettre des alertes avec un délai d'expiration court, puis à émettre de nouvelles alertes à la place des mises à jour si nécessaire.

Nous enverrons une autre mise à jour dans les prochaines heures pour tenir tout le monde informé.

Merci pour votre compréhension.

NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

On Mon, Jul 26, 2021 at 11:29 AM Support - Public Alerting <Support-PublicAlerting@pelmorex.com> wrote:

Attention: Authorized Government Agencies

*** This email is meant for information purposes only. ***

Current issue on the NAAD System

Please be aware that an unfortunate combination of Bing map updates and the upgrade to the most recent versions of the major internet browsers (Firefox, Chrome, and MS Edge) is causing an issue for some users.

You may be able to create an alert for the time being if you do not expand the map panel. However, because the Bing map is expanded by default, you will most likely be unable to load a template or update an alert.

While this issue is not related to a change in the NAADS code, we are currently working with our mapping vendor to address this problem. Our team is addressing this as a high priority.

We will keep you updated as soon as we have more information on a resolution timeline.

Thank you,

Attention : Organismes gouvernementaux autorisés
*** Ce courriel est envoyé à titre d'information seulement. ***

Problème avec le système ADNA

Veuillez noter qu'une malheureuse combinaison de mises à jour de la carte Bing et de mises à niveau vers les versions les plus récentes des principaux navigateurs Internet (Firefox, Chrome et MS Edge) pose un problème pour certains utilisateurs.

Vous pourrez peut-être créer une alerte pour le moment si vous n'ouvrez pas le panneau de la carte interactive. Cependant, comme la carte interactive Bing est ouverte par défaut, vous ne pourrez probablement pas charger un modèle ou mettre à jour une alerte.

Bien que ce problème ne soit pas lié à une modification du code du système ADNA, nous travaillons actuellement avec notre fournisseur de cartographie pour résoudre ce problème. Notre équipe considère cela comme étant de la plus haute priorité .

Nous vous tiendrons au courant dès que nous aurons plus d'informations sur un délai de résolution.

Merci

NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

On Fri, Jul 23, 2021 at 1:34 PM Support - Public Alerting <Support-PublicAlerting@pelmorex.com> wrote:

Attention: Authorized Government Agencies
* This email is meant for information purposes only. *

NAAD System and Google Chrome/MS Edge issue

Please note that there appears to be a problem between the NAAD System UI and the most recent versions of the following browsers: Google Chrome and Microsoft Edge.

While trying to create or update an alert, you may see the following error message "***Sorry, the location service is currently unavailable. Please try again later***", preventing you from submitting the alert.

Our team is actively investigating the issue, but in the meantime, if you encounter it, we recommend using Firefox or Internet Explorer to send alerts, as both of those browsers are working fine.

We will keep you updated as soon as we have more information.

Please do not hesitate to contact our Support Desk (Support-PublicAlerting@pelmorex.com) if you have any questions/concerns.

Thank you,

Attention : Organismes gouvernementaux autorisés
* Ce courriel est envoyé à titre d'information seulement. *

Système NAAD et problème avec Google Chrome/MS Edge

Veuillez noter qu'il semble y avoir un problème entre l'interface utilisateur du système NAAD et les versions les plus récentes des navigateurs suivants : Google Chrome et Microsoft Edge.

Lorsque vous essayez de créer ou de mettre à jour une alerte, le message d'erreur suivant peut s'afficher «***Désolé, le service de localisation n'est pas disponible actuellement. Veuillez essayer de nouveau plus tard***», vous empêchant de soumettre l'alerte..

Notre équipe étudie activement le problème, mais en attendant, si vous le rencontrez, nous vous recommandons d'utiliser Firefox ou Internet Explorer pour envoyer des alertes, car ces deux navigateurs fonctionnent correctement.

Nous vous tiendrons au courant dès que nous aurons plus d'informations.

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N'hésitez pas à contacter notre centre d'assistance (Support-PublicAlerting@pelmorex.com) pour toute question ou problème.

Merci,

NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

From: Support - Public Alerting <Support-PublicAlerting@pelmorex.com>
Sent: July 23, 2021 10:35
Subject: NAAD System and Google Chrome/MS Edge issue // Système NAAD et problème avec Google Chrome/MS Edge

Attention: Authorized Government Agencies
* This email is meant for information purposes only. *

NAAD System and Google Chrome/MS Edge issue

Please note that there appears to be a problem between the NAAD System UI and the most recent versions of the following browsers: Google Chrome and Microsoft Edge.

While trying to create or update an alert, you may see the following error message "***Sorry, the location service is currently unavailable. Please try again later***", preventing you from submitting the alert.

Our team is actively investigating the issue, but in the meantime, if you encounter it, we recommend using Firefox or Internet Explorer to send alerts, as both of those browsers are working fine.

We will keep you updated as soon as we have more information.

Please do not hesitate to contact our Support Desk (Support-PublicAlerting@pelmorex.com) if you have any questions/concerns.

Thank you,

Attention : Organismes gouvernementaux autorisés
* Ce courriel est envoyé à titre d'information seulement. *

Système NAAD et problème avec Google Chrome/MS Edge

Veuillez noter qu'il semble y avoir un problème entre l'interface utilisateur du système NAAD et les versions les plus récentes des navigateurs suivants : Google Chrome et Microsoft Edge.

Lorsque vous essayez de créer ou de mettre à jour une alerte, le message d'erreur suivant peut s'afficher «***Désolé, le service de localisation n'est pas disponible actuellement. Veuillez essayer de nouveau plus tard***», vous empêchant de soumettre l'alerte..

Notre équipe étudie activement le problème, mais en attendant, si vous le rencontrez, nous vous recommandons d'utiliser Firefox ou Internet Explorer pour envoyer des alertes, car ces deux navigateurs fonctionnent correctement.

Nous vous tiendrons au courant dès que nous aurons plus d'informations.

N'hésitez pas à contacter notre centre d'assistance (Support-PublicAlerting@pelmorex.com) pour toute question ou problème.

Merci,

NAAD System Support Desk
Pelmorex Communications Inc.
Support-PublicAlerting@pelmorex.com

From: Turner, Jordan GCPE:EX
Sent: July 21, 2021 12:02
To: Freeze, Colin
Subject: Media Request

Hi Colin,

Sorry for the last minute response. It has been busy.

Here is some information from Emergency Management BC:

- BC is actively examining what role Broadcast Intrusive alerting systems could play in notifying the public of other events beyond tsunamis, Amber Alerts and civil emergencies.
- EMBC is working to better prioritize the expansion of the Alert Ready System to other types of emergencies.
- It is important to also note that many programs are already in place to alert the public about emergencies, including local government emergency notification systems. We must work to ensure any expansion of Alert Ready complements systems already in place.

Thanks,

Jordan Turner
Communications Director | EMBC
Provincial Emergency Coordination Centre
Phone: (236) 478-0210 **Cell**: (250) 896-1928

1

From:	Duthie, Beverly EMBC:EX
Sent:	July 21, 2021 8:55
To:	Ralfs, Brendan R EMBC:EX
Cc:	Woolford, Sonia M EMBC:EX
Subject:	FW: Heads Up Bev

Hi Brendan:

This is a quick update on the possible Globe and Mail article.

Take care,
Beverly Duthie | Public Alerting
Ph: 778-974-3730 | **e:** Beverly.Duthie@gov.bc.ca

From: Warn@shaw.ca <Warn@shaw.ca>
Sent: July 21, 2021 8:28 AM
To: Duthie, Beverly EMBC:EX <Beverly.Duthie@gov.bc.ca>; Martin Belanger <mbelanger@pelmorex.com>
Subject: Heads Up Bev

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi folks, I am hearing that Colin Freeze is continuing his investigations into EMBC's practices vis-à-vis wildfires.

He is particularly interested in EMBC's FAQ https://www.emergencyinfobc.gov.bc.ca/alert-ready-wireless-public-alerting/,

> What hazards will I be alerted to?
>> At this time in BC, the system will only be used in the event of a potential tsunami, an Amber Alert or a civil emergency. A civil emergency is a police incident that may require the quick dissemination of information for public safety.

Sounds like he has another article ready to go soon. Just wanted to make sure you were aware. Stay safe.

Tim Trytten
Warn Research
Warn@shaw.ca
587-982-9276 (WARN)

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Withheld pursuant to/removed as

s.13

From:	Turner, Jordan GCPE:EX
Sent:	July 14, 2021 11:25
To:	'Freeze, Colin'
Subject:	Media Request - EMBC

Hi Colin,

Following up on our previous responses, here is a statement on alerting from the Minister:

Statement from Mike Farnworth, Minister of Public Safety and Solicitor General

"Given the increasing threats our communities are facing due primarily to climate change, it's clear we need to better prioritize the expansion of the Alert Ready system in B.C. Broadcast intrusive alerts have unique advantages with their reach and impact, which can complement the emergency alerting already performed by EMBC and local governments.

"We've made significant strides in recent years in how our government supports British Columbians in emergency mitigation, preparedness, response and recovery, and I'm committed to finding the right solution to expand our provincial alerting program."

Thanks,

Jordan Turner
Communications Director | EMBC
Provincial Emergency Coordination Centre
Phone: (236) 478-0210 **Cell**: (250) 896-1928

From: Freeze, Colin <CFreeze@globeandmail.com>
Sent: July 13, 2021 8:42 AM
To: Williams, Susan GCPE:EX <Susan.Williams@gov.bc.ca>
Cc: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Subject: Re: Media Request - EMBC

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Thanks Susan. Reviewing this now.

But here are my last 2 questions. Please note that I'm not asking about alternatives to Alert Ready. I'm asking here only about Alert Ready.

Q1. Can you clearly say why, in terms of "broadcast immediate" alerts reflected on the AlertReady.ca statistics the province of BC has issued

1

- **0 such alerts in 2019**
- **0 such alerts in 2020**
- **0 such alerts in 2021 to date ?**

(That's a unique track record among the 10 provinces, save for PEI)

Q2. Further, CRTC filings circa show that several BC jurisdictions -- including the province -- wrote the commission in 2016 saying that they wanted broadcast immediate direct to cellphone alerts, urgently, because they are unlike any other kinds of alerts that are out there. Because they are more jolting. Because they force more people to pay attention. Because its not a question of subscribe or unsubscribe.

So if you review the five year old filings -- and I have -- from the City of Kamloops, Burnaby, Vancouver, North Shore Emergency Management, First Nations Emergency Services Society, among others, the fact that the province has not issued not one broadcast immediate Alert Ready alert   seems all the more curious.

So given this clear and five-year-old urgent demand from your municipal/regional/First Nations stakeholders, why has BC not been issuing or facilitating the issuance of broadcast immediate Alert Ready alerts?

From: Williams, Susan GCPE:EX <Susan.Williams@gov.bc.ca>
Sent: July 13, 2021 11:13 AM
To: Freeze, Colin <CFreeze@globeandmail.com>
Cc: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Subject: RE: Media Request - EMBC

This email originated outside of The Globe and Mail
Hi Colin,
I'm not going to be able to get anyone for you on this – they're all wrapped up in wildfire operations – but I did put some information together for you (below).

If you need attribution, you can attribute to Emergency Management BC.

Thanks
Susan

- We're continually looking at what role an alerting system could play in large-scale emergencies, and how we can expand our use of the system in a way that is effective to ensure public safety.
- For example, EMBC and the RCMP have developed an alerting protocol for active shooter situations through the Missing Persons section of the RCMP E-Division. Issuance of this type of alert would only be made by the direction of police to ensure that all operational factors are considered.
- It's also important to remember that public emergency alerting is intended to complement, but not replace, emergency alerting already performed by EMBC and/or local governments.
- It's not intended to be the only way the public hears about emergencies, but one of many sources of information.

2

- There are many programs already in place to alert the public about certain emergencies. Notably, many communities have already implemented subscription-based cell alerting through text, email, and calls.
- We're going to continue to work with public safety agencies and local communities to determine the best ways communities can be prepared for emergencies.

From: Freeze, Colin <CFreeze@globeandmail.com>
Sent: July 12, 2021 4:18 PM
To: Williams, Susan GCPE:EX <Susan.Williams@gov.bc.ca>
Cc: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Subject: Re: Media Request - EMBC

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Thanks Susan

On Jul 12, 2021, at 7:13 PM, Williams, Susan GCPE:EX <Susan.Williams@gov.bc.ca> wrote:

This email originated outside of The Globe and Mail
Hey Colin…

FYI, I'm working on connecting with staff on your request, but with everyone engaged in wildfire response, it's been a challenge so it's going to take more time.

I'll get back to you as soon as I can.

Thanks
Susan

Susan Williams *(she/her/hers)*
Communications Manager | EMBC
Government Communications and Public Engagement
Cell: (250) 812-8513

From: Freeze, Colin <CFreeze@globeandmail.com>
Sent: July 12, 2021 10:42 AM
To: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Subject: Re: Media Request - EMBC

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Jordan,

I'm appending 3 additional questions based on the province of B.C.'s 2016 submissions to the CRTC related to the then- proposition to rollout wireless alerting technology across Canada. That PDF , which I accessed for the first time today, is attached.

In broad strokes, this document reveals a significant gulf between aspiration and implementation over the past five years in the province and I'm wondering why this is so.

Q3 . Five years ago, in 2016, the province of BC envisioned using the Alert Ready system to warn its population about wildfires. Given this, why is BC still not using the system -- which is now a reality -- to warn its populaton about wildfires. (Point #30 of the attached document reads"From a general provincial requirement perspective, the Province would see issuing a wide area intrusive alert for events such as tsunamis, earthquakes, **wildfires,** flooding, or major hazardous material events that require quick notification of large populations.")

Q4. Five years ago , in 2016, BC envisioned launching a public-awareness campaign about the alerting system. Was such campaign ever undertaken? (Para 33 "The Province is of the view that there is a need for a public education campaign and is considering initiating a program to ensure that the public is educated on the alerts that they could receive, including the actions that should be taken.")

Q5. Five years ago, BC was envisioning completing a "modernization" plan that would open alerting pathways for a broad array of stakeholders. Can you say what happened to this plan and whether it was ever completed? Did you ever put in place the envisioned training programs? (Para 36: "The Province of British Columba is currently planning for the implementation of an alerting system that will modernize the provincial approach to alerting all British Columbians. The long-term plan for this system is that the Province, through EMBC, will allow key stakeholders to access the alerting system in their jurisdiction, once they have completed an initial training program and are also engaged in recurrent training. Conceptually this could include other ministries (e.g. Ministry of Environment for spills), the RCMP for Amber Alerts, or utility companies for major outages or municipalities for significant public safety events.")

Best

Colin Freeze
Reporter
The Globe and Mail

To: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Subject: Re: Media Request - EMBC

Jordan ,

Appreciate the responses that arrived before the weekend , given how busy you have been. The story has been delayed but I was wondering if you can respond to the following question by end of day:

1. Does BC have a SOREM and would it be possible to talk to him / her in an interview this week about how public alerting has evolved in BC relative to other provinces?
2. Your response here: "Broadcast intrusive alerts through Alert Ready for tsunami (EMBC) and Amber Alerts (RCMP E Division)" indicates to me a corollary: That the province will not use such warning capabilities for anything short of a tsunami or an abducted child.
   a. Is that correct?
   b. Can you or anyone else fully articulate the logic of this for me?
   c. Why would you not use these same capabilities to warn about active shooters, forest fires, or other environmental calamities? As other provinces do?
   d. And is there any jurisdiction in Canada or in the world that has decided to similarly restrict broadcast intrusive warnings?

Best,

Colin Freeze
Reporter
The Globe and Mail
416-809-5385

   3.

From: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Sent: July 9, 2021 10:54 PM
To: Freeze, Colin <CFreeze@globeandmail.com>
Subject: Media Request - EMBC

This email originated outside of The Globe and Mail
Hi Colin,

Sorry for the delay. A lot of our staff are tied up with the current operations. Here is our response:

- We're examining the role alerting systems could play in respect to public notification for other hazards.
- There are many programs already in place to alert the public about certain emergencies, including local government emergency notification systems. Several communities have implemented subscription-based cell alerting through text, email, and calls.
   o Current EMBC emergency alerting mechanisms include:
      - The notification of local authorities, First Nations, key agencies and the media through the Provincial Emergency Notification System.

- Emergency notifications provided through EMBC's website (Emergency Info BC), social media (Facebook and Twitter) and by using cross-government email
- Broadcast intrusive alerts through Alert Ready for tsunami (EMBC) and Amber Alerts (RCMP E Division)
- Local authorities in B.C. have the responsibility to provide emergency notifications to their residents for all hazards. The Province amplifies all evacuation Orders and Alerts issued by local communities for through EMBC's EmergencyInfoBC website and social media (Facebook and Twitter) channels.
- In 2020, the Province worked closely with the RCMP and other BC police services to develop an alerting protocol police can use when faced with a civil emergency that could pose an imminent threat to public safety. The Province will continue to work similarly with its emergency response partners to explore other areas where additional public alerting procedures will benefit public safety. However, it is important to note that the development of alerting protocols comes with complexity and, as experiences from other provinces and states have shown, it is important that we get this right and implement an approach based on:
  - how an alerting system complements other forms of notifications
  - broadcast intrusive versus informational alerts
  - role of the province in providing training and accreditation, monitoring alerts and potentially intervening if an alert is issued in error or to issue a notification on behalf of someone that is unable for any reason
  - How we manage jurisdictional overlap as well as clearly defining the alert area to prevent over alerting.
  - Provide the service to any community that chooses to not participate at the local level so that there are no gaps in alerting
- Public alerting is also technologically complex. The development and implementation of new alerting technologies and procedures is therefore necessarily undertaken carefully and methodically.
- B.C. has been working with Pelmorex to identify changes to the current alerting system that will make the identification of the alerting area easier. These changes are progressing and will better facilitate the certification and training of authorized users.
- The Province used its existing public notification procedures to support the Evacuation Orders issued for the wildfire event in Lytton, and other recent wildfire events. Public notification and alerting during fast-moving emergency events such as the Lytton wildfire needs to be carried out in a carefully planned manner to ensure they do not interfere with existing public safety procedures and operations. These are not appropriate situations in which to develop and deploy new procedures "on the fly" and without the time to carefully consider the full suite of their potential ramifications.
- Local authorities in BC have a duty of care to their residents during emergency events and have the best understanding of the specific hazards, geography, diverse populations and needs of their communities. The Province is continuing to work with local communities to explore ways to improve public safety during emergency events in BC, including through the possible development of new public alerting technologies and procedures.
- Several communities have already implemented subscription-based alerting through text, email, and calls. Alert Ready, does not require a subscription and is the only system that feeds broadcast intrusive messages to all compatible cell phones within the area (that are actively running on an LTE system). Local systems cannot create broadcast intrusive messages.

Thanks,

Jordan Turner
Communications Director | EMBC
Provincial Emergency Coordination Centre

Phone: (236) 478-0210 **Cell**: (250) 896-1928

From:	Brach, Pader W EMBC:EX
Sent:	July 9, 2021 17:16
To:	Peterson, Dave EMBC:EX
Subject:	Public Alerting - FW: MEDIA REQUEST: Globe and Mail question re alerting and forest fires

Fyi only regarding Public Alerting (holding lines in green) and forest fires.

From: Ralfs, Brendan R EMBC:EX <Brendan.Ralfs@gov.bc.ca>
Sent: July 9, 2021 1:11 PM
To: Williams, Susan GCPE:EX <Susan.Williams@gov.bc.ca>; Bates, Stan EMBC:EX <Stan.Bates@gov.bc.ca>
Cc: Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>; Brach, Pader W EMBC:EX <Pader.Brach@gov.bc.ca>
Subject: RE: MEDIA REQUEST: Globe and Mail question re alerting and forest fires

Susan,

Please see below for some suggestions from me in green font. I recognize that this is a delicate topic and would welcome Stan's review and edits, given his long-time association with public alerting, recent dedicated work on this file and the speed with which I tried to turn these around to you.

Happy to discuss further.

Brendan Ralfs | Director, Operations
Emergency Management BC
Ph: 250-419-8598 Cell: 778-676-2061
24 Hour Emergency: 1-800-663-3456

From: Williams, Susan GCPE:EX <Susan.Williams@gov.bc.ca>
Sent: July 9, 2021 10:06 AM
To: Brach, Pader W EMBC:EX <Pader.Brach@gov.bc.ca>; Ralfs, Brendan R EMBC:EX <Brendan.Ralfs@gov.bc.ca>
Cc: Bates, Stan EMBC:EX <Stan.Bates@gov.bc.ca>; Turner, Jordan GCPE:EX <Jordan.Turner@gov.bc.ca>
Subject: MEDIA REQUEST: Globe and Mail question re alerting and forest fires
Importance: High

We have a number of questions from the Globe and Mail that I need answer on. Time line to get back to reporter is end of day, so I'd need these by early afternoon latest.

Would you or your team have these? Or who would I go to?

s.13

REPORTER'S QUESTION

Since 2018 the National Public Alerting System has allowed all provincial jurisdictions in Canada to send direct to cellphone alerts to all residents in an area atop of preexisting capacities for radio and TV warnings . Yet such alerts have , almost uniquely in CAnada, never been issued by BC.

Reporter wants to know why this is ?

- We're examining what role the alerting systems could play in respect to public notification for other hazards.
- There are many programs already in place to alert the public about certain emergencies, including local government emergency notification systems. Several communities have implemented subscription-based cell alerting through text, email, and calls.
  - Current EMBC emergency alerting mechanisms include:
  - The notification of local authorities, First Nations, key agencies and the media through the Provincial Emergency Notification System.
  - Emergency notifications provided through EMBC's website (Emergency Info BC), social media (Facebook and Twitter) and by using cross-government email
  - Broadcast intrusive alerts through Alert Ready for tsunami (EMBC) and Amber Alerts (RCMP E Division)

2

Q1. Does BC have a concept of operations regarding alerting for forest fires ? What is it ?

Local communities in BC have a responsibility to provide emergency notifications to their residents for all hazards. The Province amplifies all evacuation Orders and Alerts issued by local communities for through EMBC's EmergencyInfoBC website and social media (Facebook and Twitter) channels. s.13

s.13

s.13

Q2. Why is it that Alberta uses its alerting system to warns its residents about forest fires more than a dozen times each year ? And yet BC never has (so far as I am aware)?

s.13

Q3 . Groups such as the UBCM and even Vancouver Police have been pressing the province to use the alerting system for a variety of environmental and public safety threats . What has the provinces response been so far?

In 2020 the Province worked closely with the RCMP and other BC police services to develop an alerting protocol police can utilize when faced with a civil emergency that could pose an imminent threat to public safety. The Province will continue to work similarly with its emergency response partners to explore other areas where additional public alerting procedures will benefit public safety. However, it is important to note that the development of alerting protocols comes with complexity and, as experiences from other provinces and states have shown, it is important that we get this right and implement an approach based on:

- how an alerting system complements other forms of notifications
- broadcast intrusive versus informational alerts
- role of the province in providing training and accreditation, monitoring alerts and potentially intervening if an alert is issued in error or to issue a notification on behalf of someone that is unable for any reason
- How we manage jurisdictional overlap as well as clearly defining the alert area (over alerting).
- Provide the service to any community that chooses to not participate at the local level so that there are no gaps in alerting

Q4. I have responses from BC officials from a year ago suggesting certain technical hurdles have gotten in the way of the province issuing alerts. What is the status of this? Have the technological impediments been resolved ?

Public alerting is technologically complex s.13

s.13   The development and implementation of new alerting technologies and procedures is therefore necessarily undertaken carefully and methodically.

s.13

Q5. Did the province or its relevant bodies ever consider issuing an alert to Lytton residents regarding the forest fire threat ? Or to any of the other communities threatened by forest fires in recent weeks ? If not ... why not ?

The Province utilized its existing public notification procedures to support the Evacuation Orders issued for the wildfire event in Lytton, and other recent wildfire events. Public notification and alerting during fast-moving emergency events such as the Lytton wildfire needs to be carried out in a carefully planned manner to ensure they do not interfere with existing public safety procedures and operations. These are not appropriate situations in which to develop and deploy new procedures "on the fly" and without the time to carefully consider the full suite of their potential ramifications.

Q6. Municipalities seem to be leading on alerting in BC in many ways, unlike the EMO-centred operations that exist other provinces. Why is this?

Local authorities in BC have a duty of care to their resident during emergency events and have the best understanding of the specific hazards, geography, diverse populations and needs of their communities. The Province is continuing to work with local communities to explore ways to improve public safety during emergency events in BC, including through the possible development of new public alerting technologies and procedures.

Q7. Do municipalities in BC have access to the "Alert Ready" infrastructure and its direct-to-cellphone warning capabilities?

s.13

s.13   Several communities have already implemented subscription-based alerting through text, email, and calls. Alert Ready, does not require a subscription and is the only system that feeds broadcast intrusive messages to all compatible cell phones within the area (that are actively running on an LTE system). Local systems cannot create broadcast intrusive messages.

s.13

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