

File No.: 04-1000-20-2024-041

April 8, 2024

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of January 23, 2024 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Record of correspondence to and from Daniel Stevens (Director, Vancouver Emergency Management Agency) regarding the January 21, 2024 Parkland refinery incident in Burnaby, specifically email, text messages, and messages via messaging apps from 2 a.m. January 21, 2024 to 5 p.m. January 22, 2024**

All responsive records are attached. Some information in the records has been severed (blacked out) under s.13(1), s.15(1)(l), and s.22(3)(d) of the Act. You can read or download these sections here:

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00).

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2024-041); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

*[Signed by Cobi Falconer]*

**Cobi Falconer, MAS, MLIS, CIPP/C**  
**Director, Access to Information & Privacy**  
[cobi.falconer@vancouver.ca](mailto:cobi.falconer@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

:aa

From: VEMA s.15(1)(l)  
To: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>  
Date: 1/21/2024 2:41:57 PM  
Subject: {VEMA} Public Alert Cancelled

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CONFIDENTIAL

Dear all,

Please be advised that the public alert has been [cancelled \[alertable.ca\]](#). A cancellation was issued to the public on Jan 21, 1437.

No further updates are scheduled.

Kristopher Hayne  
EM Duty Officer  
Vancouver Emergency Management Agency  
City of Vancouver  
C: s.15(1)(l)

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*Please do not reply to this e-mail. This e-mail was sent from the City of Vancouver's VanORCA incident management system and this account is not monitored. If you wish to be removed from future notifications for this incident, please contact s.15(1)(l)*

*[Sent on: 21 Jan 2024 14:41 PST by Kristopher Hayne - BUSINESS SYSTEMS ADMINISTRATOR, using workflow: VEMA - Notifications - Send*

*Sent to the following Groups: 311 Ops Manager - DL, EM NOTI Public Alert - DL, VEMA Staff - DL*

*Sent to the following additional Contacts: }*

From: VEMA s.15(1)(l)  
To: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>  
Date: 1/21/2024 11:19:26 AM  
Subject: {VEMA} Public Alert Issued

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CONFIDENTIAL

Dear all,

Please be advised that Vancouver Fire Rescue Services authorized an advisory alert due to a recent incident in another jurisdiction. The public alert was issued for the City of Vancouver. On Jan 21 at 11:03 am The public alert is viewable in the Alertable app or on the website: <https://alertable.ca/#/details/2024/356864> [alertable.ca]

EOC Activation is **not** required at this time

This email is for notification purposes only. No action is required from you at this time.

More updates on the situation will be provided as soon as practicable.

Kristopher Hayne  
EM Duty Officer  
Vancouver Emergency Management Agency  
City of Vancouver  
C: s.15(1)(l)

---

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*[Sent on: 21 Jan 2024 11:19 PST by Kristopher Hayne - BUSINESS SYSTEMS ADMINISTRATOR, using workflow: VEMA - Notifications - Send*

*Sent to the following Groups: EM NOTI Public Alert - DL, 311 Ops Manager - DL, VEMA Staff - DL*

*Sent to the following additional Contacts: }*

From: VEMA s.15(1)(l)  
To: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>  
Date: 1/21/2024 2:15:40 PM  
Subject: {VEMA} Public Alert Updated

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CONFIDENTIAL

Dear all,

Please be advised that an update to the public advisory alert was issued to the public on Jan 21 at 1405. The alert was updated because Burnaby Fire assessed and confirmed no immediate concerns related to the safety of citizens. The updated public alert is viewable in the Alertable app or on the website. <https://alertable.ca/#/details/2024/356882> [alertable.ca]

More updates on the situation will be provided as soon as practicable.

Kristopher Hayne  
EM Duty Officer  
Vancouver Emergency Management Agency  
City of Vancouver  
C: s.15(1)(l)

---

*Please do not reply to this e-mail. This e-mail was sent from the City of Vancouver's VanORCA incident management system and this account is not monitored. If you wish to be removed from future notifications for this incident, please contact s.15(1)(l)*

*[Sent on: 21 Jan 2024 14:15 PST by Kristopher Hayne - BUSINESS SYSTEMS ADMINISTRATOR, using workflow: VEMA - Notifications - Send*

*Sent to the following Groups: EM NOTI Public Alert - DL, 311 Ops Manager - DL, VEMA Staff - DL*

*Sent to the following additional Contacts: }*

From: "Metro Vancouver Air Quality Update" <[no-reply-aqadvisory@metrovancover.org](mailto:no-reply-aqadvisory@metrovancover.org)>

To: "VEMA Staff - DL" s.15(1)(l)

Date: 1/22/2024 4:28:35 PM

Subject: Air Quality Bulletin Update - January 22, 2024

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**metrovancover** AIR QUALITY & CLIMATE ACTION

AIR QUALITY BULLETIN

## Air Quality Bulletin Update

(January 22, 2024) Metro Vancouver Regional District is providing an update on the Air Quality Bulletin that was issued January 21, 2024.

### AIR QUALITY BULLETIN UPDATE FOR:

- Metro Vancouver – Northwest
- Metro Vancouver – Northeast

On Sunday morning (January 21, 2024), Metro Vancouver was advised of an incident taking place at Parkland Refining in Burnaby, which resulted in a strong chemical odour being reported in some areas of the region. Metro Vancouver received more than 100 odour complaints from people in Vancouver and Burnaby.

### Update on Air Quality Monitoring:

Metro Vancouver operates an extensive monitoring network with air quality monitoring stations capable of detecting emissions from the refinery. Three air contaminants emitted from Parkland Refinery that Metro Vancouver monitors are particulate matter, nitrogen dioxide, and sulphur dioxide. While there was an odour present and sulphur dioxide levels did increase, Metro Vancouver's air quality objectives for those air contaminants were not exceeded at the monitoring stations during the event. These air contaminants are continuously measured at Metro Vancouver's monitoring stations and data are available at [airmap.ca](http://airmap.ca) [[subscription.metrovancover.org](http://subscription.metrovancover.org)], along with current air quality information. Metro Vancouver received very few odour complaints related to the refinery today.

Metro Vancouver will continue to monitor air quality and work with the health authorities.

### Update on Regulation and Enforcement:

Metro Vancouver is responsible for issuing air emissions permits within the region, and assessing whether our requirements and bylaws are being met. Metro Vancouver's environmental regulation and enforcement officers continue to assess Parkland's compliance with their air quality permit.

Parkland is posting notices on potential future disruptions on their website at [burnabyrefinery.ca](http://burnabyrefinery.ca) [[subscription.metrovancover.org](http://subscription.metrovancover.org)].

If the need arises, Metro Vancouver will issue further Air Quality Bulletins. If you have any questions, please contact the public information officer.

in their area, they can report them [to Metro Vancouver via the Metro Vancouver website](#) [\[subscription.metrovancouver.org\]](#).

**About Air Quality Bulletins:**

Metro Vancouver issues Air Quality Bulletins as a way to keep people informed about local, short-term air quality issues that are not widespread enough to trigger a broader Air Quality Advisory.

Information about real-time air quality readings for Metro Vancouver and Fraser Valley communities and potential health impacts can be found at [airmap.ca](#) [\[subscription.metrovancouver.org\]](#) and [env.gov.bc.ca/epd/bcairquality/readings/find-stations-map.html](#) [\[subscription.metrovancouver.org\]](#)

To sign up for air quality alerts in your area, go to: [metrovancover.org/services/air-quality-climate-action/mailling-list](#) [\[subscription.metrovancouver.org\]](#).

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Metro Vancouver is a federation of 21 municipalities, one electoral area, and one treaty First Nation that collaboratively plans for and delivers regional-scale services. Its core services are drinking water, wastewater treatment and solid waste management. Metro Vancouver also regulates air quality, plans for urban growth, manages a regional parks system and provides affordable housing. The regional district is governed by a Board of Directors of elected officials from each local authority.

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From: ["Metro Vancouver Air Quality Update" <no-reply-aqadvisory@metrovancover.org>](mailto:no-reply-aqadvisory@metrovancover.org)

To: ["Stevens, Daniel" <Daniel.Stevens@vancouver.ca>](mailto:Daniel.Stevens@vancouver.ca)

Date: 1/22/2024 4:39:09 PM

Subject: Air Quality Bulletin Update - January 22, 2024

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Metro Vancouver will continue to monitor air quality and work with the health authorities.

### Update on Regulation and Enforcement:

Metro Vancouver is responsible for issuing air emissions permits within the region, and assessing whether our requirements and bylaws are being met. Metro Vancouver's environmental regulation and enforcement officers continue to assess Parkland's compliance with their air quality permit.

Parkland is posting notices on potential future disruptions on their website at [burnabyrefinery.ca](http://burnabyrefinery.ca) [[subscription.metrovancover.org](http://subscription.metrovancover.org)].

If the need arises, Metro Vancouver will issue further Air Quality Bulletins. If you have any questions, please contact the City of Vancouver at [metrovancover@vancouver.ca](mailto:metrovancover@vancouver.ca). City of Vancouver, © 2024-01-11, Page 6 of 32



in their area, they can report them [to Metro Vancouver via the Metro Vancouver website](#) [\[subscription.metrovancouver.org\]](#).

**About Air Quality Bulletins:**

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From: "Metro Vancouver Air Quality Advisory" <no-reply-aqadvisory@metrovancover.org>

To: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>

Date: 1/21/2024 1:10:21 PM

Subject: Air Quality Bulletin

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**metrovancover** AIR QUALITY & CLIMATE ACTION

AIR QUALITY BULLETIN

## AIR QUALITY BULLETIN

### Air Quality Bulletin: Metro Vancouver Responds to Burnaby Refinery Incident

(January 21, 2024) On Sunday morning, Metro Vancouver was advised of an incident taking place at Parkland Refining in Burnaby, which resulted in a strong chemical odour being reported in some areas of the region. Metro Vancouver has received more than 100 odour complaints from Vancouver and Burnaby.

Metro Vancouver is responsible for issuing air emissions permits within the region, and assessing whether our requirements and bylaws are being met. Environmental regulation and enforcement officers are on site assessing the situation and collecting information.

Parkland Refining holds a valid air quality permit with Metro Vancouver, and officers are assessing compliance with that permit, which will be an ongoing process.

#### AIR QUALITY BULLETIN IN EFFECT FOR:

- Metro Vancouver – Northwest
- Metro Vancouver – Northeast

If members of the public smell the odour in their area, they can move inside if they are outdoors, and close windows, doors, and air intakes to reduce their exposure to the odour.

If you have chronic underlying medical conditions such as heart disease, lung disease, asthma, and/or diabetes or are sensitive to fine particulate air pollution, you may wish to reduce your outdoor physical activity until this bulletin is lifted. If you are experiencing symptoms such as chest discomfort, shortness of breath, or wheezing, limit physical activity and seek prompt medical attention. Call 9-1-1 in the case of an emergency.

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From: "Tait, Godfrey" <Godfrey.Tait@vancouver.ca>  
To: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>  
"Myles, Miranda" <Miranda.Myles@vancouver.ca>  
Date: 1/22/2024 10:07:19 PM  
Subject: Fwd: Air Quality Bulletin Update - January 22, 2024

From: Amanda McCuaig <Amanda.McCuaig@metrovancover.org>  
Sent: Monday, January 22, 2024 4:52:41 PM  
To: Tait, Godfrey <Godfrey.Tait@vancouver.ca>; Qereshniku, Natasha <Natasha.Qereshniku@vancouver.ca>  
Subject: FW: Air Quality Bulletin Update - January 22, 2024

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FYI – Updated bulletin is now out and online: <https://metrovancover.org/media-room/media-release/832> [metrovancover.org]

Best,  
Amanda

Amanda McCuaig (she/her)  
APR  
Director of Communications  
External Relations  
t. 604-451-6092  
c. 604-306-1172



From: Metro Vancouver Air Quality Update [mailto:no-reply-aqadvisory@metrovancover.org]  
Sent: January 22, 2024 4:28 PM  
To: Media Relations Division <MediaRelationsDivision@metrovancover.org>  
Subject: Air Quality Bulletin Update - January 22, 2024



## Air Quality Bulletin Update

(January 22, 2024) Metro Vancouver Regional District is providing an update on the Air Quality Bulletin that was issued January 21, 2024.

### AIR QUALITY BULLETIN UPDATE FOR:

- Metro Vancouver – Northwest
- Metro Vancouver – Northeast

On Sunday morning (January 21, 2024), Metro Vancouver was advised of an incident taking place at Parkland Refining in Burnaby, which resulted in a strong chemical odour being reported in some areas of the region. Metro Vancouver received more than 100 odour complaints from people in Vancouver and Burnaby.

### Update on Air Quality Monitoring:

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Metro Vancouver will continue to monitor air quality and work with the health authorities.

### Update on Regulation and Enforcement:

Metro Vancouver is responsible for issuing air emissions permits within the region, and assessing whether our requirements and bylaws are being met. Metro Vancouver's environmental regulation and enforcement officers continue to assess Parkland's compliance with their air quality permit.

Parkland is posting notices on potential future disruptions on their website at [burnabyrefinery.ca](http://burnabyrefinery.ca) [\[subscription.metrovancouver.org\]](http://subscription.metrovancouver.org).

If the need arises, Metro Vancouver will issue further Air Quality Bulletins. If members of the public smell odour in their area, they can report them [to Metro Vancouver via the Metro Vancouver website](http://metro.vancouver.ca) [\[subscription.metrovancouver.org\]](http://subscription.metrovancouver.org).

### About Air Quality Bulletins:

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To sign up for air quality alerts in your area, go to: [metro.vancouver.org/services/air-quality-climate-action/mailling-list](http://metro.vancouver.org/services/air-quality-climate-action/mailling-list) [\[subscription.metrovancouver.org\]](http://subscription.metrovancouver.org).

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||

**From:** [EM Duty Officer \(Vancouver\)](#)  
**To:** [Balson, Luke](#); [Downey, Jon](#); [Gonsalves, Dallas](#); [Mcgregor, Jamie](#); [Buric, Diana](#)  
**Cc:** [Myles, Miranda](#); [Stevens, Daniel](#)  
**Subject:** Public Alert - Public Safety Advisory  
**Date:** Sunday, January 21, 2024 11:09:02 AM  
**Importance:** High

---

Luke et al. VEMA wanted to make sure you are aware of the following public alert.

<https://alertable.ca/#/details/2024/356864>

Thanks

EM Duty Officer

Kristopher Hayne

From: "Fry, Karen" <Karen.Fry@vancouver.ca>  
To: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>  
"Moore, Tyler" <tyler.moore@vancouver.ca>  
Date: 1/21/2024 1:52:20 PM  
Subject: Re: Air Quality Bulletin

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Agreed

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**From:** Stevens, Daniel <Daniel.Stevens@vancouver.ca>  
**Sent:** Sunday, January 21, 2024 1:42:29 PM  
**To:** Fry, Karen <Karen.Fry@vancouver.ca>; Moore, Tyler <tyler.moore@vancouver.ca>  
**Subject:** Re: Air Quality Bulletin

s.13(1), s.22(3)(d)

s.13(1)

s.13(1)

We'll hold a debrief and discuss!

---

**From:** Fry, Karen <Karen.Fry@vancouver.ca>  
**Sent:** Sunday, January 21, 2024 1:37:37 PM  
**To:** Stevens, Daniel <Daniel.Stevens@vancouver.ca>; Moore, Tyler <tyler.moore@vancouver.ca>  
**Subject:** Re: Air Quality Bulletin

s.13(1), s.22(3)(d)

**From:** Stevens, Daniel <Daniel.Stevens@vancouver.ca>  
**Sent:** Sunday, January 21, 2024 1:35:46 PM  
**To:** Moore, Tyler <tyler.moore@vancouver.ca>; Fry, Karen <Karen.Fry@vancouver.ca>  
**Subject:** RE: Air Quality Bulletin

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From: Moore, Tyler <tyler.moore@vancouver.ca>  
Sent: Sunday, January 21, 2024 1:27 PM  
To: Stevens, Daniel <Daniel.Stevens@vancouver.ca>; Fry, Karen <Karen.Fry@vancouver.ca>  
Subject: Re: Air Quality Bulletin

s.13(1), s.22(3)(d)

Thanks,

Tyler

Tyler Moore (he/him)  
*Deputy Chief / AGM, Technology, Infrastructure, Fleet, Emergency Management.*  
Vancouver Fire Rescue Services  
900 Heatley Avenue  
Vancouver, BC  
V6A 3S7

s.15(1)(l)

cell

604.665.6054 office

[tyler.moore@vancouver.ca](mailto:tyler.moore@vancouver.ca)

[www.vancouver.ca/fire](http://www.vancouver.ca/fire)



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From: Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Sent: Sunday, January 21, 2024 1:26:04 PM  
To: Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>; Moore, Tyler <[tyler.moore@vancouver.ca](mailto:tyler.moore@vancouver.ca)>  
Subject: Re: Air Quality Bulletin

### Public Safety Advisory: Strong Odour

City of Burnaby, BC  
Issued Jan 21 at 1:17 PM  
Source: City of Burnaby

ADVISORY



In or near your chosen location: Burnaby BC

#### Description

An incident at the Parkland Refinery this morning (January 21) has resulted in a strong odour that has been identifiable across the region.

Burnaby Fire has established an operational perimeter between the facility and the adjacent neighbourhood. Burnaby Fire assessed and confirmed no immediate concerns related to the safety of citizens.

#### If you smell odour in your area:

- Close windows, doors and air intakes.
- If you are outside consider moving inside to places such as community centres or libraries.

There will be updates as more information is available at [Burnaby.ca/Advisory](https://Burnaby.ca/Advisory).

collapse



Share

Translate

From: Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Sent: Sunday, January 21, 2024 1:24:33 PM  
To: Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>; Moore, Tyler <[tyler.moore@vancouver.ca](mailto:tyler.moore@vancouver.ca)>  
Subject: Re: Air Quality Bulletin

Oh my goodness - Burnaby just issued an alert.

From: Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>  
Sent: Sunday, January 21, 2024 1:21:35 PM  
To: Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>; Moore, Tyler <[tyler.moore@vancouver.ca](mailto:tyler.moore@vancouver.ca)>  
Subject: Re: Air Quality Bulletin

s.13(1)

From: Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Sent: Sunday, January 21, 2024 1:14:52 PM  
To: Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>; Moore, Tyler <[tyler.moore@vancouver.ca](mailto:tyler.moore@vancouver.ca)>  
Subject: FW: Air Quality Bulletin

FYI -s.13(1) Daniel

From: Metro Vancouver Air Quality Advisory <[no-reply-aqadvisory@metrovancover.org](mailto:no-reply-aqadvisory@metrovancover.org)>  
Sent: Sunday, January 21, 2024 1:00 PM  
To: VEMA Staff - DLs.15(1)(l)  
Subject: Air Quality Bulletin

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### AIR QUALITY BULLETIN

#### Air Quality Bulletin: Metro Vancouver Responds to Burnaby Refinery Incident

(January 21, 2024) On Sunday morning, Metro Vancouver was advised of an incident taking place at Parkland Refining in Burnaby, which resulted in a strong chemical odour being reported in some areas of the region. Metro Vancouver has received more than 100 odour complaints from Vancouver and Burnaby.

Metro Vancouver is responsible for issuing air emissions permits within the region, and assessing whether our requirements and bylaws are being met. Environmental regulation and enforcement officers are on site assessing the situation and collecting information.

Parkland Refining holds a valid air quality permit with Metro Vancouver, and officers are assessing compliance with that permit, which will be an ongoing process.

**AIR QUALITY BULLETIN IN EFFECT FOR:**

- Metro Vancouver – Northwest
- Metro Vancouver – Northeast

If members of the public smell the odour in their area, they can move inside if they are outdoors, and close windows, doors, and air intakes to reduce their exposure to the odour.

If you have chronic underlying medical conditions such as heart disease, lung disease, asthma, and/or diabetes or are sensitive to fine particulate air pollution, you may wish to reduce your outdoor physical activity until this bulletin is lifted. If you are experiencing symptoms such as chest discomfort, shortness of breath, or wheezing, limit physical activity and seek prompt medical attention. Call 9-1-1 in the case of an emergency.

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From: "Myles, Miranda" <Miranda.Myles@vancouver.ca>  
To: "Fry, Karen" <Karen.Fry@vancouver.ca>  
CC: "Stevens, Daniel" <Daniel.Stevens@vancouver.ca>  
"Enfeldt, Magnus" <Magnus.Enfeldt@vancouver.ca>

Date: 1/23/2024 12:00:54 PM

Subject: RE: Air quality event

Attachments: Air Quality Bulletin.msg  
Air Quality Bulletin Update - January 22, 2024.msg

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We are working on a timeline of the event for alerting to help inform the debriefs and from what I can see we were out first by nearly two hours (our Alert went out at 11am). Metro Vancouver issued an Air Quality Bulletin at 1pm on Sunday.

Environment Canada publicizes MVRD's bulletins and advisories through their channels. I attached the bulletin from MVRD and the later update they sent out yesterday. It can be confusing because the more public posts come from Environment Canada but it's MVRD doing the monitoring and alerting. Here's the Environment Canada Alert – it's the same content as the MVRD Bulletin. [https://weather.gc.ca/warnings/report\\_e.html?bcrm1516](https://weather.gc.ca/warnings/report_e.html?bcrm1516)

---

From: Fry, Karen <Karen.Fry@vancouver.ca>  
Sent: Tuesday, January 23, 2024 11:49 AM  
To: Stevens, Daniel <Daniel.Stevens@vancouver.ca>; Enfeldt, Magnus <Magnus.Enfeldt@vancouver.ca>  
Cc: Myles, Miranda <Miranda.Myles@vancouver.ca>  
Subject: RE: Air quality event

I'm not sure if they are doing a full debrief on it. Also, I am hearing that Environment Canada may have sent out an alert before Vancouver did. Did we see anything?

---

From: Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Sent: Tuesday, January 23, 2024 11:02 AM  
To: Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>; Enfeldt, Magnus <[Magnus.Enfeldt@vancouver.ca](mailto:Magnus.Enfeldt@vancouver.ca)>  
Cc: Myles, Miranda <[Miranda.Myles@vancouver.ca](mailto:Miranda.Myles@vancouver.ca)>  
Subject: RE: Air quality event

Hi Karen,

Thanks for sharing this. Miranda is reaching out to our Burnaby and Metro Vancouver colleagues in EM to solicit their input into a debrief process on the alerts. Metro Vancouver has indicated they're interested and we're still waiting to hear back from Burnaby EM. We're approaching this as a joint effort, though it will need someone to take the lead and we're happy to do that.

Please let us know if you hear anything in your discussion with the Burnaby Fire Chief that would suggest we should consider an alternate plan (e.g. tag on to a debrief they're planning).

Daniel

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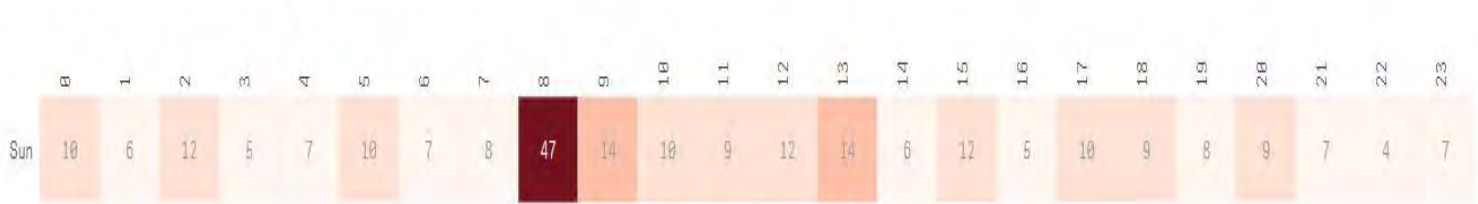
From: Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>  
Sent: Monday, January 22, 2024 3:55 PM  
To: Enfeldt, Magnus <[Magnus.Enfeldt@vancouver.ca](mailto:Magnus.Enfeldt@vancouver.ca)>; Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Subject: RE: Air quality event

Team,

As requested here is a breakdown of incidents for Sunday, January 21<sup>st</sup>.

- 248 incidents (below is based on CAD type – so what we were dispatched to, not what we reported)
  - o Fires/Alarms: 83 (26 between 9-11am)
  - o Odour Smell Unknown: 26 (23 between 8-9am)
  - o Between 8-10am we had 106 apparatus runs and 406 attendees in and out of the halls

Heatmap by Weekday and Hour of Day (# of Incidents)



This is what justified our notifications. See our call volume at 8am. Our first communication (via tweet) was at 8:57 am from my account.

I have spoken with the Burnaby Chief and we were on their list to contact, but recognizing that they have limited resources and the list for notifications was long. The wind blowing to Vancouver resulted in odour that Burnaby may not have been aware of (to the extent of). They are stating that Burnaby Corporate Comms will be prepared with early holding messages on an incident in the future.

Karen

---

From: Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
Sent: Monday, January 22, 2024 10:16 AM  
To: Enfeldt, Magnus <[Magnus.Enfeldt@vancouver.ca](mailto:Magnus.Enfeldt@vancouver.ca)>; Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Cc: Singh, Sandra <[Sandra.Singh@vancouver.ca](mailto:Sandra.Singh@vancouver.ca)>; Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>  
Subject: RE: Air quality event

Great. Thanks Magnus.  
Paul

---

From: Enfeldt, Magnus <[Magnus.Enfeldt@vancouver.ca](mailto:Magnus.Enfeldt@vancouver.ca)>  
Sent: Monday, January 22, 2024 9:12 AM  
To: Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>; Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Cc: Singh, Sandra <[Sandra.Singh@vancouver.ca](mailto:Sandra.Singh@vancouver.ca)>; Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>  
Subject: RE: Air quality event

Morning Paul,

We will do a review of the incident and report back

Thanks  
Magnus

Magnus Enfeldt  
Chief Safety Officer  
City of Vancouver

[magnus.enfeldt@vancouver.ca](mailto:magnus.enfeldt@vancouver.ca)  
phone 604-871-6268 cell s.15(1)(l)

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From: Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>  
Sent: January 22, 2024 9:04 AM  
To: Enfeldt, Magnus <[Magnus.Enfeldt@vancouver.ca](mailto:Magnus.Enfeldt@vancouver.ca)>; Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
Cc: Singh, Sandra <[Sandra.Singh@vancouver.ca](mailto:Sandra.Singh@vancouver.ca)>; Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>  
Subject: Air quality event

Good morning folks,

As you will have heard, there are lots of questions/concerns regarding the response to the event in Burnaby yesterday morning and notification to the public and stakeholders re same.

Are we undertaking any review of this incident and/or are there any immediate recommendations that you have in this regard?

Many thanks,  
Paul

Paul Mochrie (he/him)  
City Manager  
City of Vancouver  
[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)  
604.873.7666



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x̱m̱ ḵ y̱ m̱ (Musqueam), S̱ w̱ w̱ ú̱ 7̱ mesh (Squamish), and s̱ ḻ ḻ w̱ ṯ a̱ (Tseil-Waututh) Nations.

From: "Metro Vancouver Air Quality Advisory" <no-reply-aqadvisory@metrovancover.org>

To: [Myles](#)

[Miranda](#)

Date: 1/21/2024 12:59:43 PM

Subject: Air Quality Bulletin

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**metrovancover** AIR QUALITY & CLIMATE ACTION

AIR QUALITY BULLETIN

## AIR QUALITY BULLETIN

### Air Quality Bulletin: Metro Vancouver Responds to Burnaby Refinery Incident

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Parkland Refining holds a valid air quality permit with Metro Vancouver, and officers are assessing compliance with that permit, which will be an ongoing process.

#### AIR QUALITY BULLETIN IN EFFECT FOR:

- Metro Vancouver ? Northwest
- Metro Vancouver ? Northeast

If members of the public smell the odour in their area, they can move inside if they are outdoors, and close windows, doors, and air intakes to reduce their exposure to the odour.

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From: "Metro Vancouver Air Quality Update" <no-reply-aqadvisory@metrovancover.org>

To: Myles

Miranda

Date: 1/22/2024 4:28:34 PM

Subject: Air Quality Bulletin Update - January 22, 2024

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metrovancover AIR QUALITY & CLIMATE ACTION

AIR QUALITY BULLETIN

## Air Quality Bulletin Update

(January 22, 2024) Metro Vancouver Regional District is providing an update on the Air Quality Bulletin that was issued January 21, 2024.

### AIR QUALITY BULLETIN UPDATE FOR:

- Metro Vancouver ? Northwest
- Metro Vancouver ? Northeast

On Sunday morning (January 21, 2024), Metro Vancouver was advised of an incident taking place at Parkland Refining in Burnaby, which resulted in a strong chemical odour being reported in some areas of the region. Metro Vancouver received more than 100 odour complaints from people in Vancouver and Burnaby.

### Update on Air Quality Monitoring:

Metro Vancouver operates an extensive monitoring network with air quality monitoring stations capable of detecting emissions from the refinery. Three air contaminants emitted from Parkland Refinery that Metro Vancouver monitors are particulate matter, nitrogen dioxide, and sulphur dioxide. While there was an odour present and sulphur dioxide levels did increase, Metro Vancouver's air quality objectives for those air contaminants were not exceeded at the monitoring stations during the event. These air contaminants are continuously measured at Metro Vancouver's monitoring stations and data are available at [airmap.ca](http://airmap.ca) [[subscription.metrovancover.org](http://subscription.metrovancover.org)], along with current air quality information. Metro Vancouver received very few odour complaints related to the refinery today.

Metro Vancouver will continue to monitor air quality and work with the health authorities.

### Update on Regulation and Enforcement:

Metro Vancouver is responsible for issuing air emissions permits within the region, and assessing whether our requirements and bylaws are being met. Metro Vancouver's environmental regulation and enforcement officers continue to assess Parkland's compliance with their air quality permit.

Parkland is posting notices on potential future disruptions on their website at [burnabyrefinery.ca](http://burnabyrefinery.ca) [[subscription.metrovancover.org](http://subscription.metrovancover.org)].

If the need arises, Metro Vancouver will issue further Air Quality Bulletins. If members of the public smell odour in their area, they can report them [to Metro Vancouver via the Metro Vancouver website \[subscription.metrovancouver.org\]](#).

**About Air Quality Bulletins:**

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**From:** ["Singh, Sandra" <Sandra.Singh@vancouver.ca>](mailto:Sandra.Singh@vancouver.ca)  
**To:** ["Stevens, Daniel" <Daniel.Stevens@vancouver.ca>](mailto:Daniel.Stevens@vancouver.ca)  
["Enfeldt, Magnus" <Magnus.Enfeldt@vancouver.ca>](mailto:Magnus.Enfeldt@vancouver.ca)  
**Date:** 1/21/2024 12:58:08 PM  
**Subject:** RE: Odours across Vancouver

---

Thanks again Daniel

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**From:** Stevens, Daniel <Daniel.Stevens@vancouver.ca>  
**Sent:** Sunday, January 21, 2024 10:09 AM  
**To:** Enfeldt, Magnus <Magnus.Enfeldt@vancouver.ca>; Singh, Sandra <Sandra.Singh@vancouver.ca>  
**Subject:** Fwd: Odours across Vancouver

Magnus and Sandra,

See below from Chief Fry re an incident at the Burnaby Refinery. She is in the process of sending out an advisory-level alert via our Alertable system (this is the lower of the two levels: Critical Alert and Advisory Alert). Risk is low, but given similar past events this may impacted those with particular sensitivities hence the alert for awareness.

Daniel

---

**From:** Fry, Karen <[Karen.Fry@vancouver.ca](mailto:Karen.Fry@vancouver.ca)>  
**Sent:** Sunday, January 21, 2024 10:02:51 AM  
**To:** Direct to Mayor and Council - DL s.15(1)(l)  
**Cc:** City Manager's Correspondence Group - DL s.15(1)(l)  
**Subject:** Odours across Vancouver

Good morning Council

As you may be aware, we have a strong odour across the City at the moment. Our VFRS crews initially covered all areas looking for the source.

We have learned that there was an event (fire) at the large hydro carbon facility (refinery) in Burnaby this morning. The fire is out, but the resulting odours continue to come into our City.

We are in the process of initiating a public advisory through our Alertable App.

I am in regular contact with the Burnaby fire chief as they monitor the air quality and determine the contents of combustion.

This is to give you some further information:

Karen Fry  
Fire Chief/GM

iMessage  
Sunday 11:03

Our chiefs have spoken. We've got the direction from ours to issue an alert. It's general and going out soon.

It sounds like Burnaby will also be issuing one...?

We will adjust ours to point to yours when/if that happens.

Yes, I spoke to my fire chief. I'm waiting on direction from him.

Thanks for the update.



Np. Definitely something we need to debrief on and good context for that discussion. Probably should include fire folks from our jurisdictions as well.

Hi Charmaine - apparently our FCs have just spoken and they'll be sending an email update to Vancouver via you. Just wanting to confirm it that's also your understanding (we're waiting on it to confirm cancelation of our alert).

Also, FYI - this event caused over 100 calls to Metro Vancouver on AQ and a significant number of calls to 911 (we had 17 fire trucks out hunting for the smell at one point, and the VFRS Duty Chief had to tell E-Comm to stop dispatching apparatus to odour calls...they were so flooded w calls that the Duty Chief even had a hard time getting hold of E-Comm!). Just info to support why our chief wanted to get broad communications out on this.

Sunday 14:25

Charmaine, we're going to cancel our alert at 14:30 given the indication from Burnaby Fire that there's no risk and the dissipation of the odour. Especially since Metro Vancouver has now issued an alert as well :).

Delivered



Thank you for letting me know.

iMessage  
Sunday 14:19

Karen,

We've updated the alert text with the info from Burnaby Fire (note: we didn't get anything from their EM, just copied the text they put in their alert indicating there was no concern for the public).

We will mark it cancelled at 14:30. The reason we didn't cancel it immediately is Metro Van also issued an alert (which was published on Alertable) right as we were about to cancel ours.

I hope that makes sense. I'll notify Burnaby that we'll cancel ours at 14:30 (ten mins).

Edited

Karen Fry

KF

It's perfect thx



Sunday 10:26

Just talked to Burnaby EM and they're not currently planning an alert. Can you discuss w Burnaby Fire Chief? We would be good to align as it might be strange for us to issue but not Burnaby esp since we use the same platform.

Miranda Myles

Hey I just gave Godfrey a call with CEC to give him a heads up. I think maybe we should just hop on a call with him and chief fry or Tyler? He's got questions about the media side of things

MM

Can we book a quick call for 10:30?

Kris Hayne

Ok

Include danike too ?

KH

Daniel

Miranda Myles

MM

Ya I think the three of us, godfrey Tait and the two from fire