

SPC on Community & Protective Services

CPS2014-0597

September 05, 2014

ISC: Unprotected

CITY OF CALGARY	
RECEIVED	
IN ENGINEERING TRADITIONS ROOM	
SEP 05 2014	
ITEM:	<u>CPS2014-0597</u>
	<u>Distribution</u>
CITY CLERK'S OFFICE	



Clarification:

Page 15: Incidents by major incident type, 2013 [Pie chart]
Incidents by major incident type, 2009-2013 [Table]

- 27 per cent represents the type of incident that firefighters actually attended and includes fires and fire-related calls such as rupture/explosion, investigation and false alarms
- Based on firefighter actions performed on-scene and represents coding required by the Alberta Fire Commissioner

Page 16: Declining fires in Calgary [Sub-heading]

- 19.9 per cent represents coding used by the PSC that does not conform with the CFDs coding and must be converted to similar code

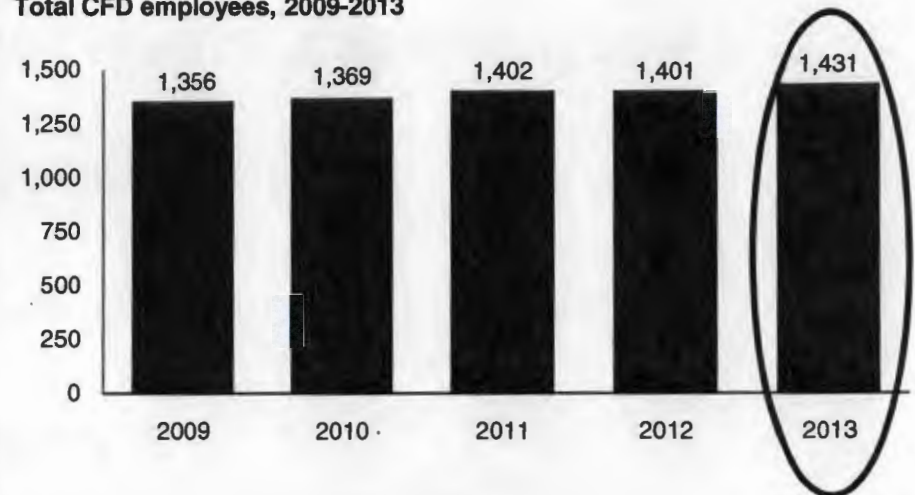


**A report on the
accomplishments of
the Fire Department
and the
advancement of its
Sustainability Plan
priorities**

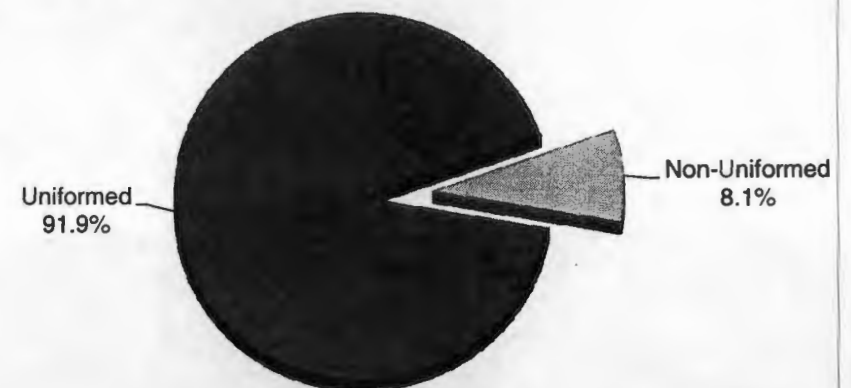
- Valuing and empowering our workforce
- Ensuring safe communities
- Elevating our environmental stewardship
- Leading in service to citizens
- Managing growth
- Building service resiliency through emergency management



Total CFD employees, 2009-2013



Uniformed and non-uniformed employees, 2013





Valuing and empowering our workforce

Ensuring safe communities

Elevating our environmental stewardship

Leading in service to citizens

Managing growth

Building service resiliency

Vision: We fully understand and manage our human capital risk to ensure we meet the evolving service needs of our citizens

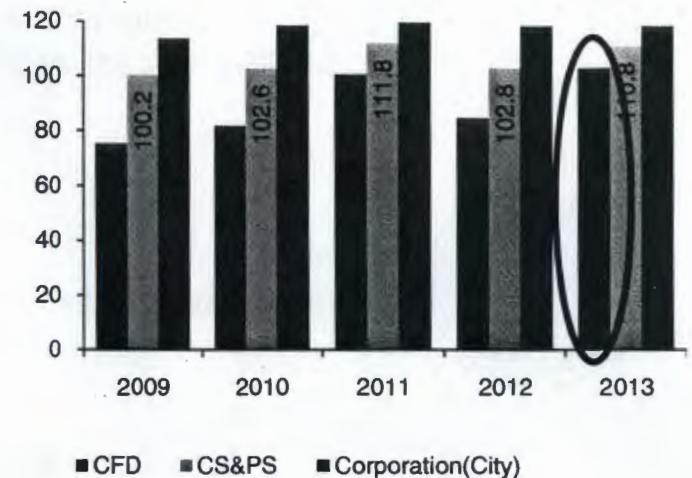
- 62 firefighters retired
- 3 recruit classes, 109 new frontline firefighters
- 890 online courses completed
- 109 in-person programs delivered by training staff
- 70 staff received Supervisory Leadership training
- Incident Command System training for all staff
- Closed circuit televisions installed

Vision: Our management and labour work collaboratively to create a safe, engaged and sustainable workplace

- Mutual interest problem solving sessions
- Accident investigation program established
- New mandatory training
- Internal and external health, safety and management program audits
- 1,171 employee wellness assessments completed
- Working groups formed to identify emerging trends

Highest level of job satisfaction to date

Employee Satisfaction Survey index score, 2009-2013





WHAT WE DO

88% of
employees
and 83% of
operating
budget

**Emergency response
and firefighting**

**Fire trucks, equipment
and resources**

3% of
employees
and 7% of
operating
budget

1% of
employees
and 2% of
operating
budget

**Disaster planning and
preparedness**

**Prevention and
investigations**

5% of
employees
and 6% of
operating
budget

3% of
employees
and 2% of
operating
budget

**Planning, risk analysis and
performance management**



Valuing and empowering
our workforce

Ensuring safe
communities

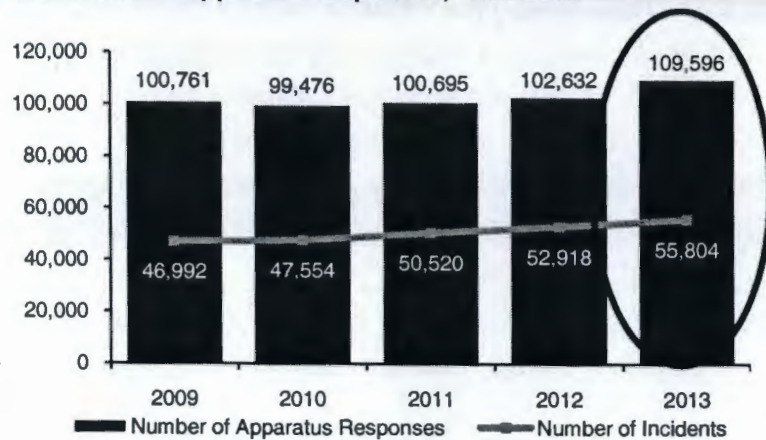
Elevating our
environmental
stewardship

Leading in
service to
citizens

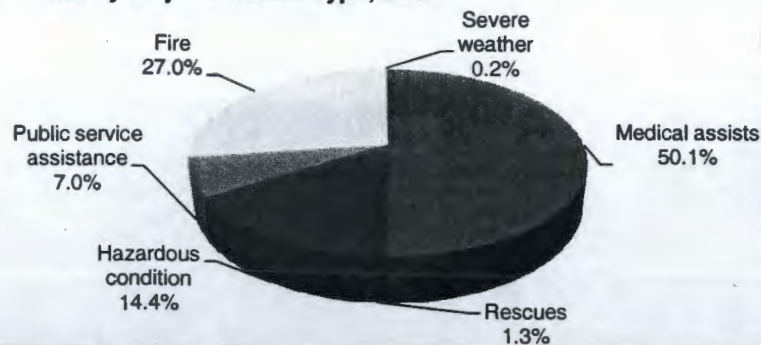
Managing
growth

Building service
resiliency

Incidents and apparatus responses, 2009-2013



Incidents by Major Incident Type, 2013



Vision: We provide services fundamental to the quality of life of citizens by managing changing and growing demands

- 23% decline fires since 2008

Vision: Stations and firefighters are vital elements of neighborhoods and contribute to the community

- One in ten Calgarians reached
- Fire crews visited and audited over 23,100 businesses
- Fire safety codes officers provided almost 13,000 inspections and responses to business complaints and inquiries
- 970 building plans reviewed
- Charges in three high-profile cases pursued

Vision: We are an essential element of complete communities

- Involved in corporate planning teams
- Supported charities with personal time and talent



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Vision: We measure and seek to reduce whenever financially feasible, the carbon footprint, water use and waste of our operations and fires

- 44% of waste diverted from landfills through recycling programs
- Halfway towards 2021 target of diverting 80%

Water

- Reached goal of reducing potable water consumption by 30% from 2003 volumes by 2033

Vision: We are an energy neutral organization

- Two replacement and one new station designed to reduce energy consumption between 52-54%
- Heating units replaced = 15% energy savings
- Replaced refrigerators = 27-84% energy savings

Vision: We develop partnerships for environmental safety to support reduction in fire and hazardous materials risks and the impact of hazards and events

- Over 45,000 litres of fluids recovered from motor vehicle collisions and other emergency calls

Household Hazardous Waste Program

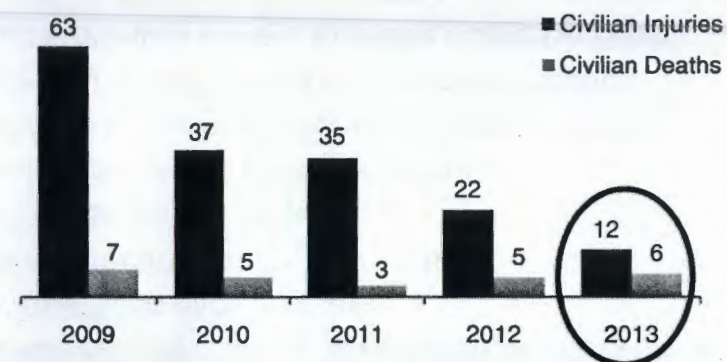
- 1,671,068 kg hazardous waste chemicals
- 126,040 kg of propane tanks, helium tanks, cylinders
- 528,757 litres waste oil and 12,095 litres flammable liquids
- 1,836,326 litres paint liquids



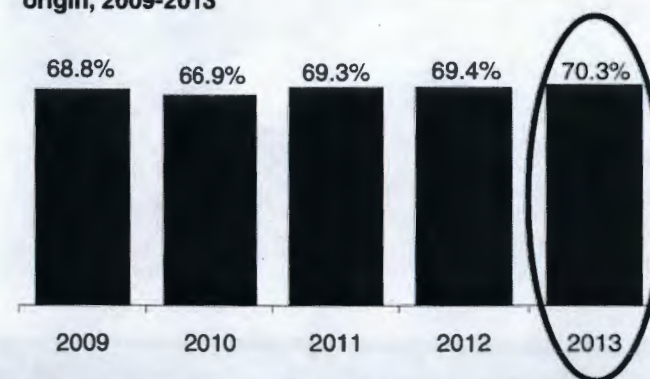


WHY WE DO IT

Civilian fire injuries and deaths, 2009-2013



Percentage of building/structure fires where flame spread was limited to within the room or object of origin, 2009-2013



Loss from fires equaled \$39.9 million in 2013. An estimated \$1.17 billion in property and content value saved from fire, representing a save rate of 96.7%



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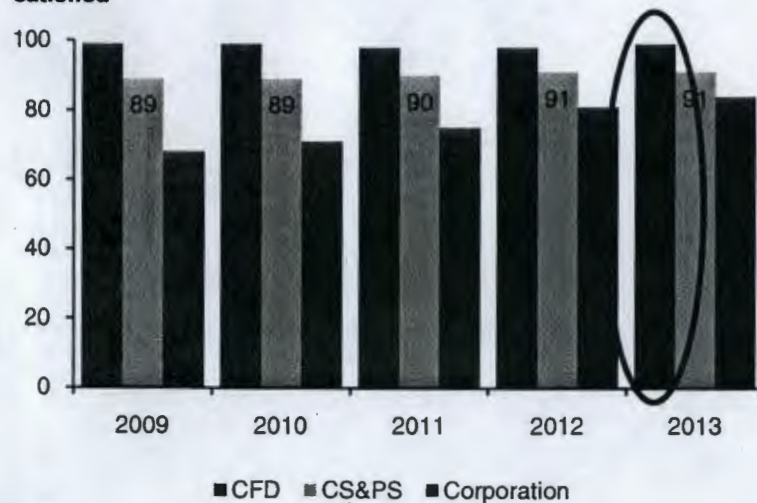
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Vision: We measure our social return on investment to understand and optimize our impact and create more value for citizens and communities

Citizen Satisfaction Survey, 2009-2013
Percentage of citizens responding somewhat or very satisfied



Vision: We help drive innovation that reduces risk to lives and property and supports efficient operations

- Suite Safety Approach pilot program
- 2nd accelerant detection canine team added
- New records management system
- Comprehensive review of critical technology
- Participated in and provided recommendations on road network improvements in areas with response issues
- Implemented strategies to help improve response time performance including processes, technology, and behaviour
- Partnered with University of Alberta to deploy based on risk

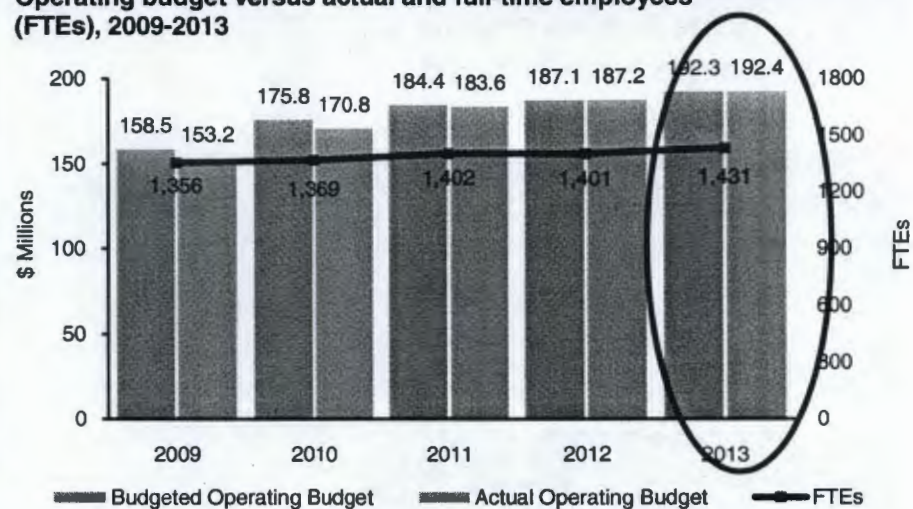




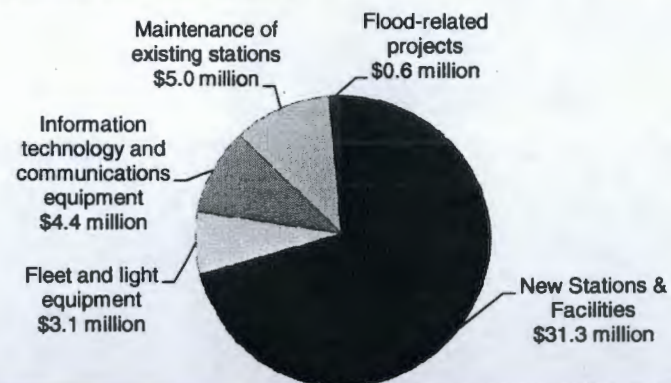
HOW WE DO IT

Vision: We ensure long-term funding sufficiency, optimal use of assets and ongoing adoption of innovation

Operating budget versus actual and full-time employees (FTEs), 2009-2013



Actual capital expenditures, 2013





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Vision: Urban intensification, regeneration and growth include a commitment to new or renewed fire services

- Replacement Symons Valley #40 opened in March
- New Seton Multi-Services #41 opened in November
- Replacement Evergreen #37 opened in December
- Construction began on replacement Windsor Park #11
- Planning for new Royal Vista #34 began
- Site evaluation for new deep south station conducted



Vision: We cooperate, collaborate and partner to secure public and private resources for capital investment, service provision and education

- Leveraged support from private sector partners
- Worked on long-term sustainability funding strategy identifying potential funding alternatives





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Service Level and Response Time Targets

Council approved long-term benchmark	2013 result	Time achieved 90 per cent of the time	Comparison to previous years
First-in engine emergency response within seven minutes at fire rescue incidents, 90 per cent of the time.	66.4 per cent of first-in engines arrived within seven minutes	9 minutes and 14 seconds or less	Best performance since 2008 8 seconds faster than 2012
First-in engine emergency response within six minutes and 30 seconds at life threatening emergency medical incidents, 90 per cent of the time.	78.2 per cent of first-in engines arrived within six minutes and 30 seconds	7 minutes and 41 seconds or less	Best performance since 2005 14 seconds faster than 2012
Full first alarm assignment at a fire suppression incident within 11 minutes, 90 per cent of the time.	59.6 per cent of full first alarm assignment total response times were within 11 minutes.	14 minutes and 38 seconds or less	29 seconds slower than 2012

Improving response performance



- Introduced enhanced call answer process with PSC
- Reviewed turnout technology, actions and firefighter behaviour
- Deployment and response model implemented
- Developed district and profile maps

Challenges

- Keeping pace with growth in both newer communities or realigning service in older communities where populations have intensified
- Service demands created by intensification and new residential growth on Calgary's periphery
- Brownfield development placing pressures on response times (traffic congestion, inner city density and demand)



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Vision: We achieve public safety resiliency through partnerships

- Supported Calgary Police Service Emergency Operations Centre
- Representation at EOC during June flood and debriefings
- Provided support, expertise and input regarding public safety considerations

Vision: We have a comprehensive emergency management program to ensure uninterrupted critical fire and community safety services during any large-scale emergency incident

- Business continuity planning and creation of emergency management plans
- New mobile fire command unit

Vision: We contribute to the preparedness and self-activation of communities in response to, and recovery from, large-scale disasters and emergencies

- Third annual Disaster Alley
- Presenter at annual Safety Expo

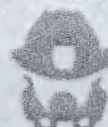





June Flood



 **1,400+**
INCIDENTS RESPONDED
TO BETWEEN JUNE 20
AND JULY 4, 2013

 **35.7%**
INCREASE IN
APPARATUS RESPONSES
COMPARED TO SAME TIME PERIOD
BETWEEN JUNE 20 AND JULY 4 IN 2012

25.6% 
INCREASE IN INCIDENT RESPONSES
COMPARED TO SAME TIME PERIOD
BETWEEN JUNE 20 AND JULY 4 IN 2012



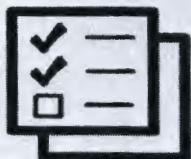
4 FIRE STATIONS EVACUATED
DUE TO FLOODING



400+ RESCUES PERFORMED
AS A RESULT OF FLOOD WATERS

3,100

SAFETY CODE INSPECTIONS CONDUCTED



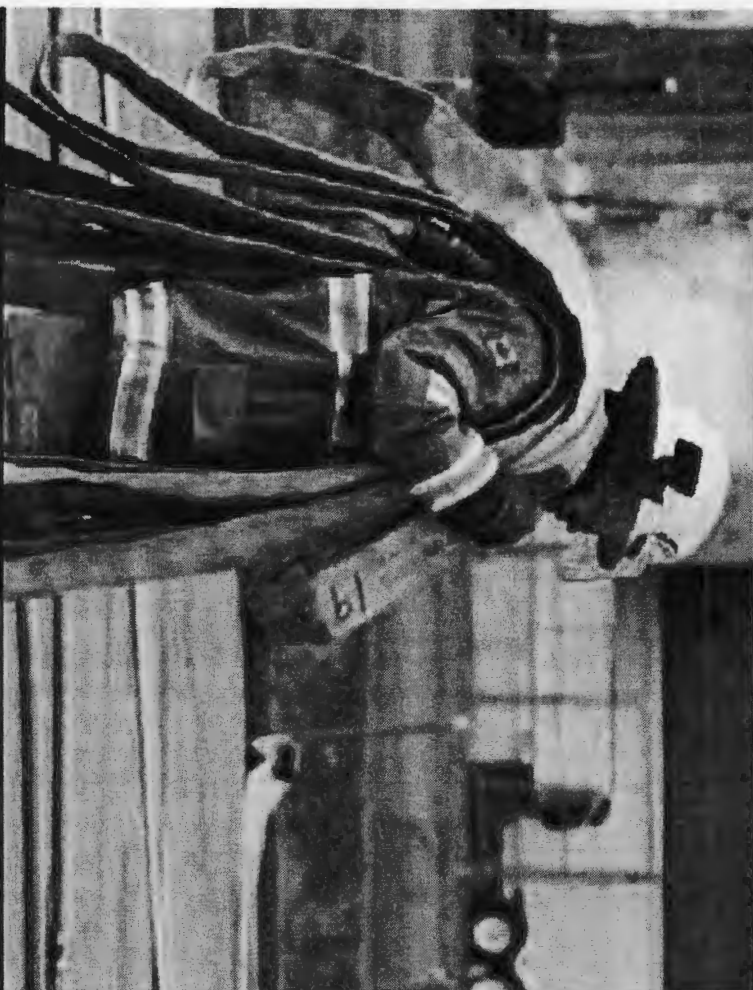
425

EXTRA SHIFTS
CALLED IN FROM
OPERATIONS STAFF



- Bonnybrook Bridge train derailment
- Alyth Yard train derailment
- Grass fires
- December record snowfall





Questions?