

CALGARY FIRE DEPARTMENT SUSTAINABILITY PLAN UPDATE

EXECUTIVE SUMMARY

The Calgary Fire Department (CFD) Sustainability Plan Update highlights progress towards achieving the visions set out in CFD's Sustainability Plan 2011-2021. The Sustainability Plan has guided the direction of the CFD to maintain a focus on continuous improvement and organizational efficiency. Since 2011, the CFD has achieved many of its objectives as set out in the Sustainability Plan, and many more are on track to be completed before 2021.

ADMINISTRATION RECOMMENDATION(S):

That the SPC on Community & Protective Services recommends that Council receive the Calgary Fire Department's 2011-2021 Sustainability Plan Update for information.

RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES, DATED 2016 MAY 04:

That the Administration Recommendation contained in Report CPS2016-0325 be approved.

PREVIOUS COUNCIL DIRECTION / POLICY

On 2011 September 07, Council approved report CPS2011-45, *Calgary Fire Department Sustainability Plan 2011-2021*, directing Administration to incorporate an annual sustainability update as part of the Fire Department's Annual Report.

BACKGROUND

CFD is proud to serve Calgarians through fire prevention, education, protection and safety. The summary of CFD's Council-approved Sustainability Plan (Attachment 1), provides a holistic vision for the CFD that outlines strategies to address the social, environmental and economic issues facing The City and the Fire Department in the next decade. With a focus toward continuous improvement and organizational efficiency, the Plan includes six priority areas that take into account Council's Priorities and The City's 2020 Sustainability Direction.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

The Sustainability Plan Update (Attachment 2) highlights the accomplishments and progress made towards achieving the visions of the Plan. The update is structured according to CFD's six sustainability priorities:

1. **Managing growth:** In the midst of significant growth in Calgary, CFD continued to improve service to customers through faster response times, building new stations, and updating existing ones. In 2015, CFD achieved the best customer service performance since 2011 in terms of response times, and began construction on the permanent Royal Vista station and the replacement Mount Pleasant station.
2. **Ensuring safe communities:** CFD reached one in 10 Calgarians in a non-emergency setting through station visits, educational programs and community events. CFD also developed an innovative way to respond to medical incidents with the implementation of Medical Response Units, and CFD's actions in the community contributed to an overall reduction in fires and harm to lives and property.

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3. **Leading in service to citizens:** In The City's 2015 Citizen Satisfaction Survey, Calgarians rated the importance of fire services at 100%, and satisfaction with services at 99%. CFD also continued to provide efficient service with a low fire suppression cost per capita and the lowest cost per \$1,000 of assessed value. CFD underwent a Zero-Based Review that found efficiencies and effectiveness savings of \$15-16.2M. CFD also participated in the Community Services departmental review to better align services for citizens.
4. **Elevating our environmental stewardship:** CFD directly improves the health of communities through its response to hazardous material incidents, industrial and residential fires, and weather-related events. Additionally, CFD continued to help communities safely dispose of household chemicals and achieved Leadership in Energy & Environmental Design (LEED) Gold Certification for South Calgary Station #5.
5. **Valuing and empowering our workforce:** CFD staff participation rates in The City's annual Employee Satisfaction Survey almost doubled in 2015. CFD's Employee Satisfaction Index rose to an all time high of 147.6 points, almost 40 points higher than 2014. Also in 2015, CFD began implementing a Diversity and Inclusion Program and piloted a Road to Mental Readiness program to ensure CFD is a diverse, inclusive and respectful workplace where employees feel safe, protected and valued.
6. **Building service resiliency through emergency management:** CFD contributes significantly to the well-being and safety of Calgarians by conducting fire code inspections and fire investigations. CFD works with the Calgary Emergency Management Agency (CEMA) to empower communities to take action in the event of large-scale emergencies and disasters, such as the 2013 flood, the 2014 underground electrical fire, and the 2015 severe hail storm.

Stakeholder Engagement, Research and Communication

CFD engages Calgarians on an ongoing basis to better understand their opinions through surveys and direct engagement. CFD also engages its employees via internal surveys, polls, working groups, and through on-going dialogue sessions. The Sustainability Plan is available online to the public on Calgary.ca.

Strategic Alignment

The Plan aligns with The City of Calgary's 2020 Sustainability Direction for safe, resilient and supportive communities and neighbourhoods. It advances The City's Triple Bottom Line Policy through consideration of economic, environmental and social factors, and links short- and long-term planning and projects to the visions set out in imagineCALGARY and the Municipal Development Plan.

This Plan aligns with the following 2015-2018 Council Priorities:

- a prosperous city;
- a city of inspiring neighbourhoods;
- a healthy and green city, and
- a well-run city.

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Social, Environmental, Economic (External)

Social

CFD's ongoing work to ensure safe communities for Calgarians has a significant benefit for citizens. CFD's Community Safety division works with many Calgary neighbourhoods to spread awareness and education about fire safety. In the most recent Citizen Perceptions & Expectations Survey, 90% of Calgarians think it's important for firefighters to be involved in the community, through safety education and fire prevention awareness. Additionally, we continue to improve our customer service by providing help more quickly to citizens, and our Medical Response Units are equipped to increase CFD's ability to respond to medical incidents.

Environmental

CFD's continued partnership with The City's Waste & Recycling business unit continues to divert harmful substances from landfills. CFD's LEED Gold certified Emergency Response Station at South Calgary Station #5 demonstrates our commitment to building environmentally friendly facilities.

Economic

CFD is committed to financial efficiency, as demonstrated through the ZBR recommendations and the recent corporate capital budget recast exercise in response to Calgary's recessed economy.

Financial Capacity

Current and Future Operating Budget:

There are no immediate operating budget implications to this report.

Current and Future Capital Budget:

There are no immediate capital budget implications to this report.

Risk Assessment

This report is for information only. There has been no increase in identified risks. No additional or new significant risks have emerged.

REASON FOR RECOMMENDATION(S):

The Calgary Fire Department's Sustainability Plan Update presents information to better inform Council of CFD's progress towards achieving its priorities as set out in the Council-approved CFD Sustainability Plan 2011-2021.

ATTACHMENT

1. Calgary Fire Department Sustainability Plan 2011-2021 Summary
2. Calgary Fire Department Sustainability Plan Update