

## **CALGARY FIRE DEPARTMENT - 2013 ANNUAL REPORT**

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### **EXECUTIVE SUMMARY**

The Calgary Fire Department (Fire Department) seeks to serve the community through excellence in fire prevention, education, protection and safety. The 2013 Annual Report showcases the dedication of the over 1,400 Fire Department employees who provide quality service to Calgarians every day. Each year, the annual reports provide an update on the performance, accomplishments and progress made toward achieving the goals of the Calgary Fire Department Sustainability Plan 2011–2021, give an overview of the Fire Department's achievements, and showcase the many projects that are underway to better serve Calgarians.

### **ADMINISTRATION RECOMMENDATION(S)**

That the SPC on Community and Protective Services recommends that Council receives the Calgary Fire Department's 2013 Annual Report for information.

### **RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES, DATED 2014 SEPTEMBER 05:**

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That Council receives the Calgary Fire Department's 2013 Annual Report (Corrected) for information.

Excerpt from the Minutes of the Regular Meeting of the SPC on Community and Protective Services, held 2014 September 05:

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### **"CLERICAL CORRECTION**

At the request of Councillor Chabot, a clerical correction was noted to the Header of Report CPS2014-0597, by deleting the date "2014 September 03", and by substituting with the date "2014 September 05".

### **PREVIOUS COUNCIL DIRECTION / POLICY**

On 2011 September 7, 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.

At the 2010 November 29 Special Meeting of Council, Council directed Administration to provide a three-year comprehensive strategy to address service delivery requirements for fire response coverage across the city; and further that this information be included in the annual report to the SPC on Community and Protective Services to be held 2011 June.

On 2008 January 21, Council approved report CPS2008-03, "Calgary Fire Department (CFD) Service Levels and Response Time Benchmarks", directing Administration to provide an annual report of the Fire Department's performance, measured against approved benchmarks to the SPC on Community and Protective Services, no later than September of each year.

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### **BACKGROUND**

The Fire Department is proud to serve the community through programming and services in fire prevention and education, fire protection and safety. In 2011 fall, City Council approved the Calgary Fire Department Sustainability Plan 2011-2021. The plan includes six priorities taking into account Council's priorities of community well-being, smart growth and sustainability of the environment and the corporation. The 2013 Annual Report provides the accomplishments and the progress made toward achieving the goals of the Fire Department's Sustainability Plan 2011-2021.

### **INVESTIGATION: ALTERNATIVES AND ANALYSIS**

The 2013 Annual Report describes the Fire Department's activities and achievements for the year within the framework of its sustainability priorities, and their accompanying vision statements and objectives which include:

1. Managing growth - The Seton station was opened to address the new community development in the south, while two replacement stations were opened in Evergreen and Symons Valley. Construction began on the replacement Windsor Park Station to expand the capacity to serve growing inner city residential and industrial communities.
2. Ensuring safe communities - The Fire Department continued to improve its response time performance demonstrating the best total time first-in engine performance for both life-threatening emergency medical and fire rescue incidents since the Service Levels and Response Time Targets (SLRTT) Plan was adopted in 2008.
3. Leading in service to citizens - Internal and external surveys are used to shape and inform the Fire Department's communications and programming. In The City of Calgary's 2013 Citizen Satisfaction Survey, citizens rated the importance of fire services to their quality of life at 100 per cent, and satisfaction with the services provided at 99 per cent, making the Fire Department the top-rated City service on these measures.
4. Elevating our environmental stewardship - In 2013, the Fire Department expanded its recycling programs and reduced natural gas and electricity energy consumption. Our goal of reducing potable water consumption at our measured facilities by 30 per cent from 2003 volumes by 2033 was achieved this year.
5. Valuing and empowering our workforce - The Fire Department's employee satisfaction index score in 2013 was 102.9, an increase of 18 points over 2012, continuing a consistent improvement over the past five years. As part of their professional development, staff collectively completed more than 890 online courses to expand their understanding and ability in areas such as incident command and Workplace Hazardous Materials Information System (WHMIS).
6. Building service resiliency through emergency management – The 2013 flood tested almost all of our emergency response plans as the Fire Department responded to more than 1,400 incidents between June 20 and July 4. In the following months, the Fire Department conducted an internal debriefing and participated in debriefings with other

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City departments as well as external partners to discuss lessons learned and identify opportunities for improvement in preparation for and response to large scale events.

The Fire Department continued to implement strategies to improve its ability to meet its response time targets and total response times improved by eight per cent since 2009. These strategies are based on a comprehensive review of response performance that identified root causes of performance issues. Strategies concentrate on improving firefighter performance, technology and the placement of apparatus to enhance response times. Fire resources are balanced between addressing fire protection and response times in new developments around the edge of the city and meeting the demands of the inner city as it is being redeveloped.

While the Fire Department response times have improved, we still face significant challenges due to apparatus busyness, call volumes and resources required as a result of the service demands on the emergency response system. This is added to by high density redevelopment and traffic congestion in the inner city, and new residential growth on Calgary's outskirts.

### **Stakeholder Engagement, Research and Communication**

The Fire Department engages Calgarians on an on-going basis to better understand the opinions of citizens through surveys and direct engagement, including citizen satisfaction surveys conducted each year, as well as citizen perceptions and expectations research conducted every year by Community Services & Protective Services. The Fire Department also engages its employees via internal surveys, focus and working groups, and on-going dialogue sessions. The Fire Department participated in community engagement opportunities including those related to new station locations, regular community safety programming, and participated in Inspiring Strong Neighbourhoods, as well as responding to the needs of Calgarians following the 2013 flood.

### **Strategic Alignment**

This report supports Council's Fiscal Plan for Calgary 2012-2014 in ensuring every Calgarian lives in a safe community and has the opportunity to succeed. It also aligns with the business plan, C5. Maintain Calgary standards for fire safety and coverage and supports The City's Sustainability Direction 2020 objective, Calgary, its communities and neighbourhoods are safe, resilient and supportive.

### **Social, Environmental, Economic (External)**

#### **Social**

Public safety has a significant role in the quality of life and the Fire Department plays an important role in contributing to the well-being and community safety of Calgarians by helping assess and mitigate the level of risk present in communities and businesses. Through its outreach and education, the Fire Department fosters community resiliency and works in conjunction with the Calgary Emergency Management Agency to help communities self-activate in the event of large-scale emergencies and disasters. The Fire Department continues to work to be an essential element of complete communities, and to integrate stations and firefighters more cohesively into neighbourhoods to deliver a growing array of community safety services.

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### **Environmental**

As a result of its station presence in communities across Calgary, the Fire Department plays a large role in ensuring sound environmental management of its stations, apparatus and operations. In 2013, the Fire Department reduced its energy consumption by 15 per cent through safe, sustainable environmental practices in its operations. Additionally, the Fire Department directly impacts the health of communities through its response to hazardous materials incidents, industrial and residential fires and weather-related incidents. The Fire Department also works to reduce environmental contaminants and encourage citizens to divert and reduce waste through its partnership in the Household Hazardous Waste Program, where 1,671,068 kg of waste chemicals were collected from citizens in 2013.

### **Economic**

The Fire Department's programs and services support safe businesses for employees and citizens and contribute to the economic vitality and viability of the city. Through inspection services, development plan reviews, permit issuing, and investigations, the Fire Department endeavours to promote public safety while allowing the business community to grow and flourish. In 2013, the Fire Department saved an estimated \$1.17 billion in property damage from fire, which represents a save rate of 96.7 per cent. Calgarians benefit from insurance rates associated with the level of fire protection provided.

### **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(S) FOR RECOMMENDATION(S):**

The Fire Department Annual Report presents information focused on supporting Council-approved priorities and advancing its priorities set out in Sustainability Plan 2011-2021.

### **ATTACHMENT**

Calgary Fire Department 2013 Annual Report