

Calgary



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Calgary Fire Department Sustainability Plan Update

2016 May 04

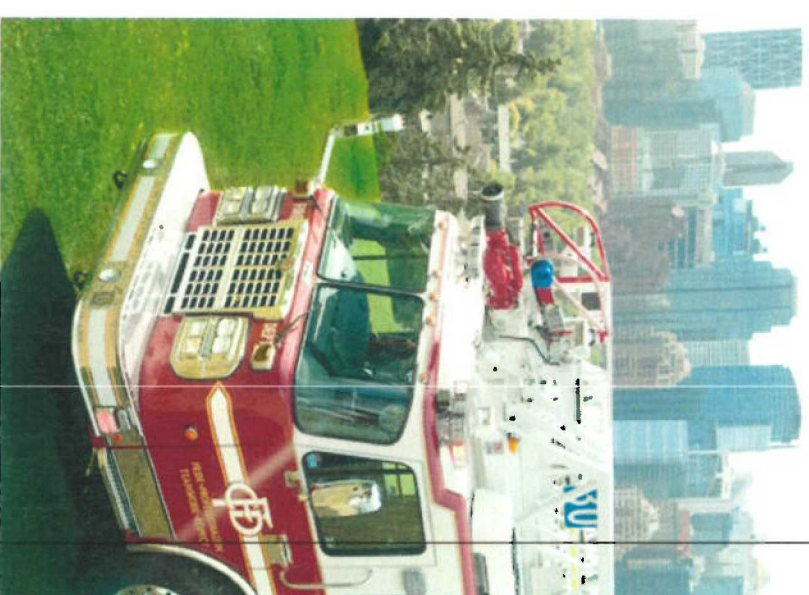
CPS2016-0325

CFD Sustainability Plan Visions

1. Managing growth
2. Ensuring safe communities
3. Leading in service to citizens
4. Elevating our environmental stewardship
5. Valuing and empowering our workforce
6. Building service resiliency through emergency management

Managing growth

- Started construction on new Royal Vista and replacement Mount Pleasant stations
- Began planning for replacement Varsity Station and 5 new stations
- Created 30-year infrastructure master plan



Managing growth

- Best response time performance since 2011
- Fire suppression
Exceeded annual target by 5% (6 seconds faster than 2014 and 34 seconds faster than 2011)
- Emergency medical
Exceeded annual target by 2% (same time as 2014 and 30 seconds faster than 2011)



Ensuring safe communities

- Fewer civilian injuries and only one death (5 less than 2014)
- Number of fires declined by 12% (best rate since 2011)
- One in ten Calgarians reached through community engagement



Ensuring safe communities

- Medical Response Units
 - Piloted in East Downtown and Forest Heights
 - 12 second response time improvement in the core
 - Demands on apparatus lessened
 - First on scene with life-saving equipment seven times



Leading in service to citizens

- 99% Citizen Satisfaction
- Comparatively efficient and effective to others
- Progressing CS underway
- Zero-Based Review completed
- Completed SROI on fire safety programs with 2:1 ratio for every dollar invested



Elevating our environmental stewardship

- ISO 14001 registration
- EnviroSystem Awareness course
- Household Hazardous Waste Program – over 4M kg of waste reduction
- LEED Gold showcase of South Calgary Station 5



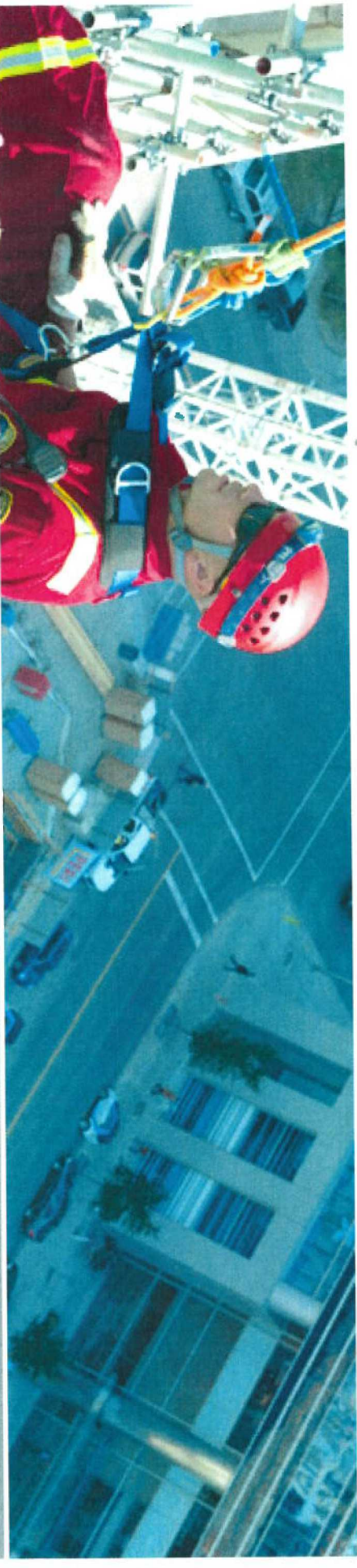
Valuing and empowering our workforce

- Employee Satisfaction index increased by almost 40 points
- Focus on engagement with staff
- Strong relationship with IAFF Local 255
- Diversity & Inclusion and Road to Mental Readiness



Building service resiliency through emergency management

- CEMA transition to new business unit
- Supported government and agencies
- Radio communications
- Storm response



Administration Recommendation

That the SPC on Community & Protective Services recommend that Council:

Receive the Calgary Fire Department's 2011-2021 Sustainability Plan Update for information.

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Questions?