

Findings of Stakeholder Engagement

Input from key stakeholders on this report has been gathered through a number of channels. The consulting team of Kelton, Chertow and Boyd Inc. (KCB) engaged a number of stakeholders in the course of preparing their report, which is provided in Attachment 3. The stakeholders included the development and building industry, City Administration and the International Association of Firefighters (IAFF) Local 255.

As well, Community Services annually commissions a Citizen Expectations and Perceptions Study conducted by Leger The Research Intelligence Group. KCB reviewed the results of this poll that specifically relate to the Calgary Fire Department's (CFD) services.

The key findings of these engagement activities are excerpted below.

Development and building industry

Through KCB's research there were a number of points raised regarding the response time criteria established by The City of Calgary and the Alberta Building Code. In particular, the Calgary Fire Department's Service Level Response Time Targets, with respect to new development and the potential development restrictions were discussed in detail. The participants wanted to know what types of responses required the strict targeted times and why that's so.

Much of the discussion centered on residential sprinklers and their ability to mitigate the need to meet the 7, 10 and 11-minute response criteria. The sprinkler discussion also explored the cost of installing residential sprinklers and the regulations related to the installation in Calgary residences.

The participants related the need for new development in Calgary, in their opinion, and expressed interest in working with The City to enable that to happen.

On 2018 January 30th, a written response from BILD Calgary Region (the development and building industry group) to the consultant's recommendations (in Attachment 3) was received by Administration. Their comments stated support for the Response Target Policy and its targets. Generally, BILD disagreed with many of the consultant's recommendations but they were supportive of the concept and use of residential sprinklers to mitigate structure fire risk. Their responses to each of the recommendations are presented in Attachment 6.

Water Services Business Unit

The KCB team met with a representative from the Water Resources Business Unit to discuss the water main sizes and fire flows to support the use of residential fire sprinklers now and in future developments citywide.

Water Resources uses the 1999 Fire Underwriters Survey (FUS) standards for Water Supply for Public Fire Protection to calculate fire flows in new home construction. The FUS standard sets requirements for fire flows, water supply and all aspects of pumping station operation. The FUS document states *"The Protection of buildings by automatic sprinklers is a significant contribution to the fire protection of the community and should be encouraged, not penalized by onerous service charges or metering requirements."*

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Water Resources also confirmed that reductions in pipe sizes are an option in communities with fire sprinklers. The decreased pipe size also has a positive impact on water treatment costs and helps to reduce water quality issues.

International Association of Firefighters (IAFF) Local 255

The President of the Association stressed that residential fire sprinklers were in fact supplemental to an effective fire department response. He was supportive of residential sprinklers from a public and firefighter life safety perspective but stated that sprinklers do not replace fire department response.

Citizens

Public engagement sessions were scheduled by the consultants but not held. Due to the low number of available participants the sessions were cancelled by City staff. However, a good measure of citizen expectations and perceptions is provided by a poll that The City's Community Services department commissions annually. Leger: The Research Intelligence Group conducts the survey with the latest one completed in December 2017.

Overall, those citizens surveyed ranked Fire as the business unit in Community Services having the most "importance to the quality of life" in Calgary. 98% of those surveyed ranked it as very important (68%) and somewhat important (30%). In terms of the quality of services, again, those citizens surveyed ranked Fire the highest in terms of "perceived quality of programs and services" with a rating of 92%. Finally, amongst the Community Services' business units, Fire was rated highest for "perceived value from taxes" with a rating of 86% as very good to somewhat good.

Other findings that are relevant to this report include the following:

- The "Desired Investment in Fire Department" achieved a rating of 52% of respondents who would invest more in the Fire Department, 41% said that it should remain the same, 1% stated less and 5% did not know.
- In terms of a "Reasonable Time for Fire Department to Respond", the average time identified was 7.6 minutes to an emergency. The study also queried the reasonable time to respond to a scene of an emergency for a community with automatic fire sprinklers. The study identified an average response time of 8.5 minutes. The majority expect a response within 10 minutes.
- When asked about the "Importance of Responding to Medical Incidents", 92% of respondents supported the continued response by the Calgary Fire Department (CFD). Further, 70% of respondents stated it was very important.
- When asked about residential fire sprinklers, 74% of the respondents said they would ask about installing residential sprinklers the next time they build a new home or renovate. That level shows an increase from 67% in 2014. Support for mandatory fire sprinklers received a rating of 58% for all new homes being constructed, stable at that level since 2014.
- 75% of those surveyed said that "a fire station should be built ... prior to any major development" while 69% said that a "fire station should be built in a new development before construction begins".