



Calgary Fire Department Sustainability Plan and Zero-Based Review Progress Update (2016) CPS2017-0013





Calgary 💩 Managing growth

How are we doing?

- Renewed and strengthened infrastructure
- Improved response times
- Achieved \$11.5 million operating budget efficiency



Our story

- Medical Response Units
- Optimized resources





Calgary 👼 Ensuring safe communities

How are we doing?

- One in nine Calgarians reached through community engagement
- Identified and addressed public safety risks



Our story

- Education, prevention and enforcement
- Fentanyl crisis and river safety
- New partnership initiatives



Calgary 👼 Leading in service to citizens

How are we doing?

- 99% citizen satisfaction
- Comparatively efficient and effective to others
- Maintained accredited agency status

Our story

- Revised performance
 measurement approach
- Reducing risks
- Department alignment





Calgary 👼 Elevating our environmental stewardship



How are we doing?

- ISO 14001 registration
- LEED Gold certification
- Compliance with National Energy Code of Canada



Our story

- Health, safety and environmental practices
- Hazardous waste diversion
- Supporting sprinklers



Calgary Waluing and empowering our workforce

How are we doing?

- Maintained employee satisfaction index
- Continued to implement Diversity and Inclusion Framework
- Incumbent training increased

Our story

- Labour and Management **Progress Forum**
- Psychological health & safety
- Supporting staff and training





Calgary 💀 Building service resiliency through emergency management

How are we doing?

- Our story
- Responded to severe weather events
- Fort McMurray
- Tri-Services Criminal Mass Casualty Incident agreement
- · Prepared with partners

Fort McMurray response

- 450 firefighters deployed
- 88,000 people evacuated
- 2,400 structures destroyed by fire

 Provided additional services, including mapping, vehicle logistics, on-site mobile maintenance, and assistance at shelters

Preparedness Partnerships and collaboration





- Implementation progress made on 33 of 35 approved recommendations
- 10 recommendations completed
- Operating budget savings of \$11.5 million achieved
- On track to realize full financial efficiencies of up to \$15.1 million by 2018



Calgary A BR - Organizational efficiency and effectiveness



Achievements

- Reduced management team, realizing \$800 thousand financial efficiency (On track to achieve full \$1 million by 2018)
- Continued implementation of key diversity and inclusion strategies: awareness, communication, training, performance measures, recruiting, community presence, support and resources

Calgary 👼 ZBR - Resource optimization



Achievements

- ✓ Optimized deployment and response
- ✓ Maintained emergency medical response
- ✓ Maintained CFAI accreditation
- ✓ Optimized training resources
- Reduced annual operating budget increase allocated to meet the demands of growth (On track to realize full ZBR savings by 2018)

Calgary 🔬 ZBR - Asset and facility management



Achievements

- Continued specification process for apparatus and equipment inhouse, as well as maintenance of apparatus
- Explored options for more efficient light fleet management
- ✓ Implemented advanced lifecycle management software
- ✓ Maintained involvement in the planning processes for new communities
- Identified opportunities for multi-use stations, collaborated with other City partners and developed a multi-use compatibility profile
- Designated a CFD liaison to participate in the multi-use facility planning process
- ✓ Identified opportunities for request provisions from developers





Administration Recommendation

That the SPC on Community and Protective Services recommends that Council:

Receives the Calgary Fire Department Sustainability Plan and Zero-Based Review Progress Update for information.

