

CALGARY FIRE DEPARTMENT 2014 ANNUAL REPORT

EXECUTIVE SUMMARY

The Calgary Fire Department (CFD) 2014 Annual Report demonstrates the quality of service CFD employees provide to Calgarians every day. The report includes 2014 highlights, including progress on the Service Level and Response Time Targets (SLRTT) approved by Council in 2008 and on the CFD's *Sustainability Plan 2011-2021* (Sustainability Plan). To improve reporting efficiency, CFD proposes to incorporate this information into the semi-annual reporting opportunities provided through the Corporate Action Plan process, and the Community Services & Protective Services (CS&PS) Annual Report, which between them provide for three reports yearly.

ADMINISTRATION RECOMMENDATION(S)

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

1. Receive the Calgary Fire Department's 2014 Annual Report (Attachment 1) for information.
2. Reconsider Recommendation 4 of CPS2008-03, as contained in the Minutes of the 2008 January 21 Meeting of Council with respect to performance measures, benchmarks and annual reporting; and
3. File Recommendation number 4, CPS2008-03.

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 (Attachment 2).

On 2008 January 21, Council approved recommendation #4 of report CPS2008-03, *Calgary Fire Department (CFD) Service Levels and Response Time Benchmarks*:

- "4. Direct Administration to report to the SPC on Community Services and Protective Services with an annual reporting of the CFD's performance measured against the identified benchmarks, and new emerging benchmarks, no later than September of each year".

BACKGROUND

CFD is proud to serve the community through programming and services in fire prevention, education, protection and safety. The Council approved Sustainability Plan includes six priorities taking into account Council's priorities of community well-being, smart growth and fiscal and environmental sustainability. The 2014 Annual Report (Attachment 1) provides the accomplishments and the progress made toward achieving the goals of CFD's Sustainability Plan 2011–2021 as well as the Service Level and Response Time Targets (SLRTT).

INVESTIGATION: ALTERNATIVES AND ANALYSIS

The 2014 Annual Report is structured by CFD's six sustainability priorities which include:

1. Managing growth – The Seton station officially opened to address new community development in the south, and two replacement stations were officially opened in Evergreen and Windsor Park to accommodate increasing service demands. The planning process began for previously funded stations including the Royal Vista station which is expected to

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open by the end of 2016, and through the Action Plan budget, one replacement and two new stations were approved for construction in developing and existing areas in Calgary.

2. Ensuring safe communities – CFD met its goal of reaching one in ten Calgarians in a non-emergency setting through station visits, educational programs and community events. As an essential element of complete communities, CFD collaborated with Corporate planning teams to create strategies and approaches to urban development and safe communities, and also partnered with internal and external stakeholders to promote the programs and services CFD provides to citizens.
3. Leading in service to citizens – CFD was awarded re-accredited agency status from the Commission on Fire Accreditation International for the fourth consecutive time, demonstrating the continued level of outstanding services provided to citizens. In The City's 2014 Citizen Satisfaction Survey, citizens rated the importance of fire services at 100 per cent, and satisfaction with the services provided at 99 per cent, making CFD the top-rated City service in these areas. The CFD is also completing a zero based review and participating in the Community Services & Protective Services (CS&PS) department review to identify opportunities for optimizing efficiencies and effectiveness.
4. Elevating our environmental stewardship – In 2014, CFD expanded its desk-side and beverage recycling programs, and partnered with Parks to identify remote locations throughout the city to conduct pump and aerial training, resulting in less fuel consumption, reduced dryness/watering and greenhouse gas emissions.
5. Valuing and empowering our workforce – CFD's employee satisfaction index score in 2014 was 109.4, an increase of 6.5 points over 2013, and marks a continual upward trend over the past five years. To ensure safe work areas for all staff, 100 per cent compliance was achieved in completing 196 workplace inspections, and to protect the safety of firefighters, eight paramedics were introduced to CFD's rank to manage medical issues experienced by first responders during high-risk training and while attending emergencies.
6. Building service resiliency through emergency management – Emergency response plans were tested during the September snow storm and October underground electrical vault fire events, through which CFD responded to more than 3,100 snow related service calls in a 36-hour period, and 46 fire related incidents during the electrical fire event.

CFD continued to implement performance improvement initiatives in support of achieving Council-approved long-term response time goals, with total response time for fire rescue incidents improving by 10 per cent over the past five years, life-threatening emergency medical responses improving by nine per cent, and full first alarm assignment improving by five per cent over the past five years.

While response times improved, CFD still faces significant challenges due to apparatus busyness and resources required as a result of service demand created by densification and new residential growth on Calgary's periphery. Brownfield development continues to place

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pressures on response times as traffic congestion increases and the inner city increases in density and demand.

CS&PS has recently been taking steps to adopt a more coordinated department-wide approach to planning, determining capital and operating priorities, and improving accountability. One such step has been the production of a department year-in-review, highlighting the achievements, programs and services of all CS&PS business units, including the CFD. In 2015, this report was presented on April 01 to the Community & Protective Services Committee, and subsequently on April 13 to Council. It was recommended that annual reporting continue to be provided through one Department-level report.

In addition to the CS&PS Year-in-Review, accountability reports on CFD accomplishments and performance measures are provided semi-annually through the Corporate Action Plan process. As these Corporate and CS&PS reporting provisions combined provide three accountability reports yearly, CFD believes the information contained in the CFD Annual Report can be incorporated into one or all of these opportunities. It is therefore recommended that Council reconsider its 2008 January 21 direction for CFD to produce an annual report. As a complementary measure, it is further recommended that the annual sustainability update, directed by Council on 2011 September 07, be provided in conjunction with the CS&PS annual report. CFD is of the view this change will continue to provide the reporting information directed by Council (CPS2008-03 and CPS2011-45), while improving reporting efficiency.

Stakeholder Engagement, Research and Communication

CFD engages Calgarians on an ongoing basis to better understand the opinions of citizens through surveys and direct engagement, including annual citizen satisfaction surveys and the CS&PS Citizen Expectation and Perception Survey. CFD also engages its employees via internal surveys, focus and working groups and on-going dialogue sessions.

Strategic Alignment

This report supports the directional statement in Council's Fiscal Plan for Calgary 2012-2014 to maintain Calgary standards for fire safety and coverage, and supports The City's Sustainability Direction 2020 objective, which states that Calgary, its communities and neighbourhoods are safe, resilient and supportive.

Social, Environmental, Economic (External)

Social

CFD 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. CFD fosters community resiliency and works in conjunction with CEMA to help communities self-activate in the event of large-scale emergencies and disasters.

Environmental

CFD directly impacts the health of communities through its response to hazardous material incidents, industrial and residential fires, weather-related incidents, as well as its efforts to reduce environmental contaminants and encourage citizens to divert and reduce waste.

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Economic

Through inspection services, building and life safety plan reviews, permitting activities, and investigations, CFD promotes public safety. In 2014 CFD limited losses due to fire to an estimated \$33.24 million, out of the total estimated property and content value of \$1.17 billion affected by fire, representing a save rate of 97 per cent.

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 the CFD Sustainability Plan 2011-2021. Incorporating this information into the CS&PS Annual Report and semi-annual Corporate Action Plan reports in future years will streamline the reporting process.

ATTACHMENT(S)

1. Calgary Fire Department 2014 Annual Report
2. Calgary Fire Department Sustainability Plan 2011-2021