

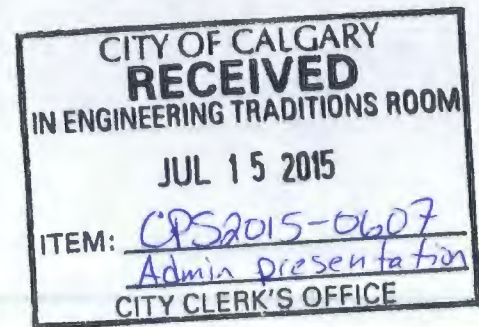
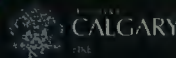
CALGARY  
FIRE DEPARTMENT



# 2014 ANNUAL REPORT

**Onward!** Creating a sustainable fire service through the ongoing development of our programs, people and places to meet the growing needs of Calgarians.

calgary.ca | contact 311



SPC on Community & Protective Services

CPS2015-0607

2015 July 15

ISC: UNRESTRICTED



## 2014 Annual Report – Sustainability Priorities

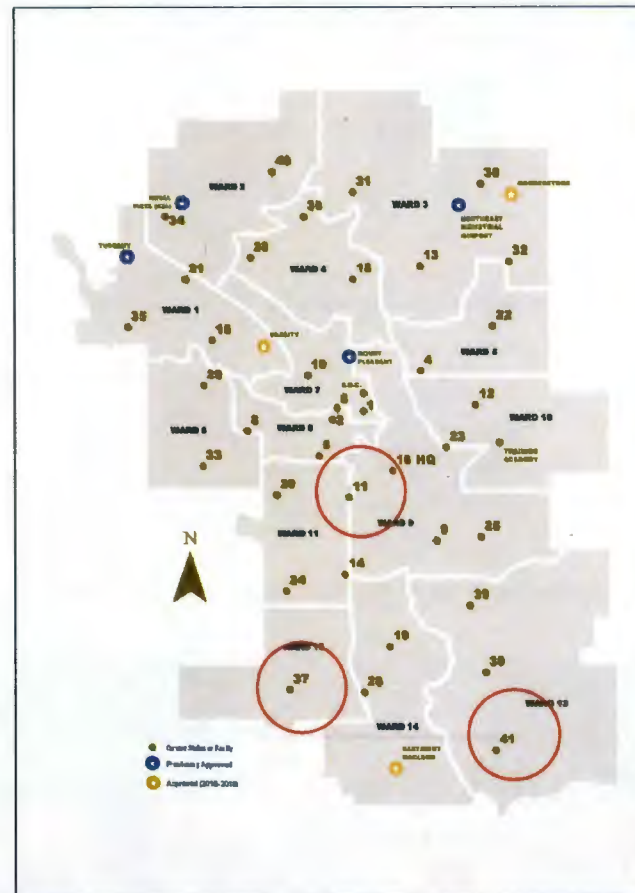
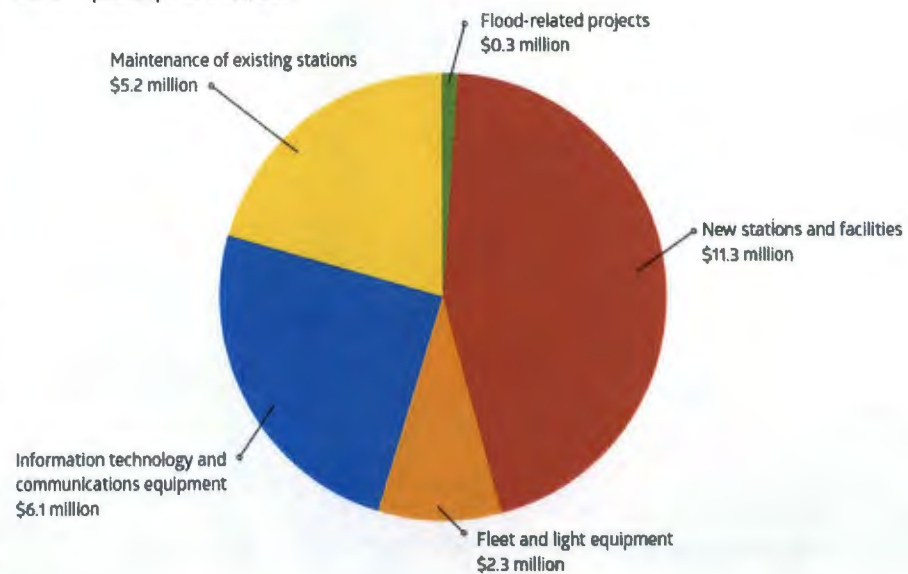
- Managing growth
- Ensuring safe communities
- Leading in service to citizens
- Elevating our environmental stewardship
- Valuing and empowering our workforce
- Building service resiliency through emergency management





# 2014 Annual Report – Managing growth

Actual capital expenditures, 2014





# 2014 Annual Report – Ensuring Safe Communities

## Fire rescue:

21s faster than 2013

2014 90<sup>th</sup> percentile: 08:53

## Life-threatening emergency medical:

11s faster than 2013

2014 90<sup>th</sup> percentile: 07:30

## First full-alarm assignment at fire suppression events:

25s faster than 2013

2014 90<sup>th</sup> percentile: 14:13

### Response times

Per cent of first-in engine responses within **7 minutes** total response time at **fire rescue** incidents.



2014 Actual



2014 Target



Long-term benchmark

Per cent of first-in engine emergency responses within **6 minutes 30 seconds** total response time at **life-threatening emergency medical** incidents.



2014 Actual



2014 Target



Long-term benchmark

Per cent of full first alarm assignment within **11 minutes** total response time at **fire suppression** incidents.



2014 Actual



2014 Target



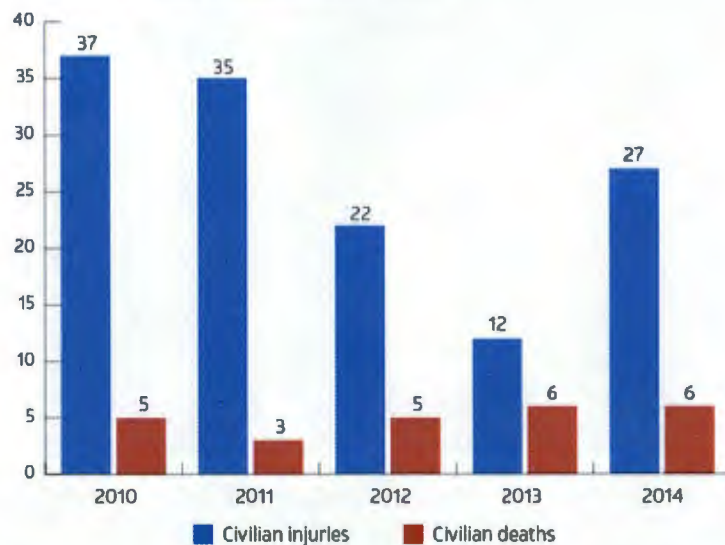
Long-term benchmark





## 2014 Annual Report – Leading in service to citizens

Civilian fire injuries and deaths, 2010 – 2014

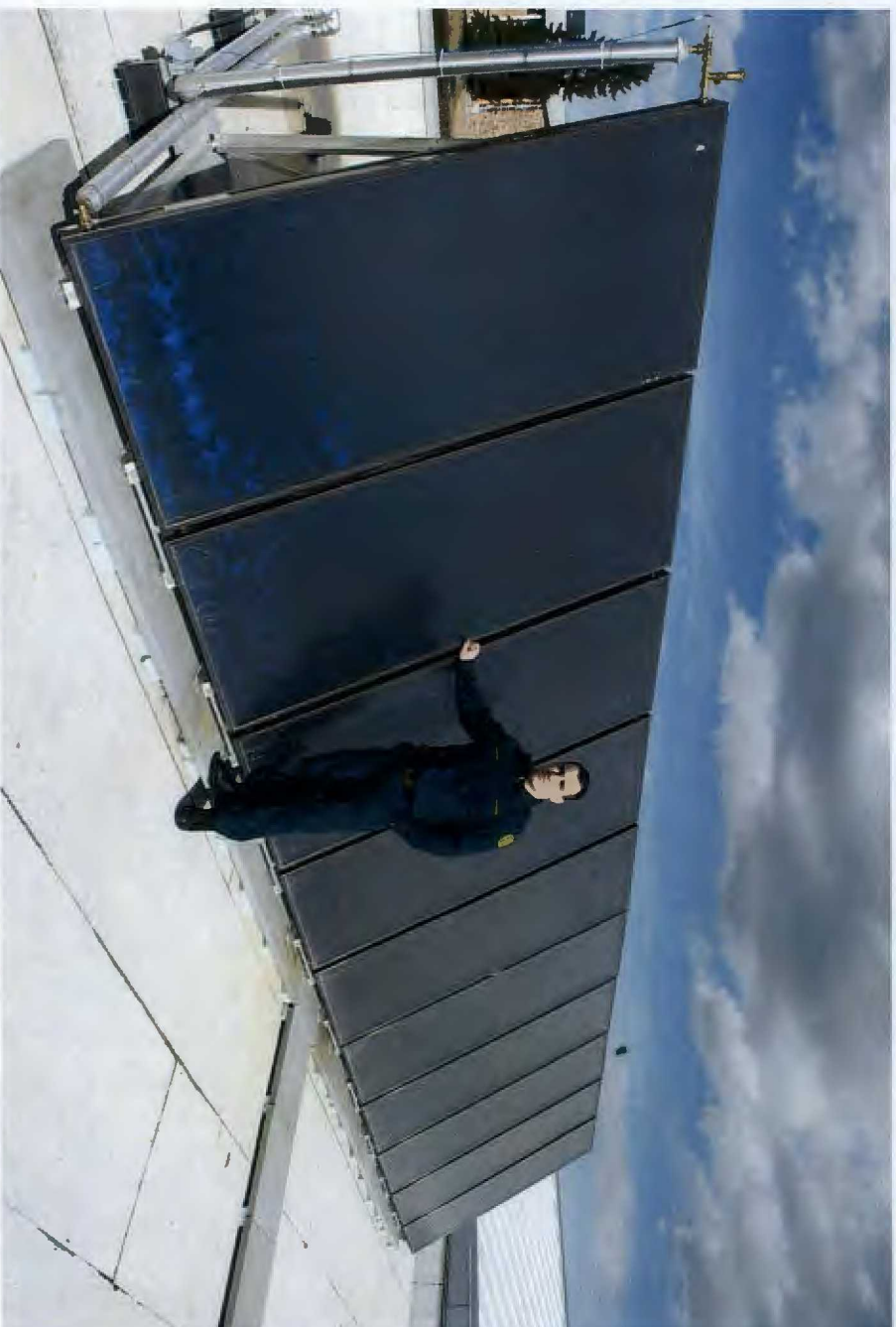


### Assessed Value to Total Operating Budget 2014

Total Operating Cost	\$211,368,000
Total Property Assessment Base	\$276,177,700,000
Cost per \$1 of assessed property value	1/10 <sup>th</sup> of a cent



# 2014 Annual Report – Elevating our environmental stewardship

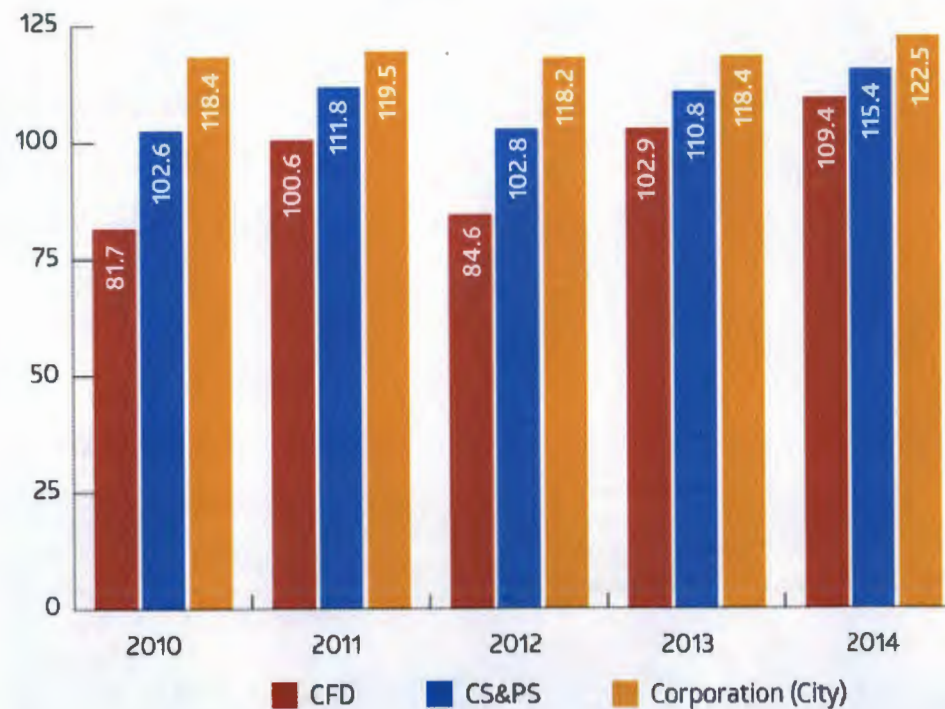






# 2014 Annual Report – Valuing and empowering our workforce

Employee Satisfaction Survey index score, 2010 – 2014





## 2014 Annual Report – Emergency management

Two large-scale events requiring the opening of the EOC in 2014

Collaborate with CEMA and other agencies to enhance emergency preparedness plans

CFD continues to strengthen its own business continuity plan in the event of a major disruption

CEMA is now its own business unit







## 2014 Annual Report – Moving forward

Results of the ZBR and CS&PS reviews will influence organizational change

Results-based accountability to analyze our performance and its effect on Calgarians

Maintain pace with community intensification and expansion and evolving demographics





## 2014 Annual Report – Recommendations

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

- Receive the Calgary Fire Department's 2014 Annual Report (Attachment 1) for information.
- 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
- File Recommendation number 4, CPS2008-03.