

Update to City Policy C523 and the Fire Rescue Master Plan

Recommendation:

That Community Services Committee recommend to City Council:

1. That the Fire Rescue Service Delivery City Policy C523A, as outlined in Attachment 1 of the July 9, 2012, Community Services report 2012CSF006, be approved.
2. That the Fire Rescue Master Plan (2012), as outlined in Attachment 2 of the July 9, 2012, Community Services report 2012CSF006, be received for information

Report Summary

This report provides information regarding the review and proposed update of City Policy C523 and its accompanying Fire Rescue Master Plan and recommends that City Council approve Policy C523A.

Report

Background

- In 2006, City Council approved City Policy C523. This Policy and its accompanying Fire Rescue Master Plan have helped guide Fire Rescue Services decision making by identifying broad goals and outlining more detailed and measurable results to be achieved.
- These documents have been a key element of Edmonton Fire Rescue Services many successes (see Attachment 6 for an overview of some of these achievements).

- In 2010, Edmonton Fire Rescue Services received international accredited agency status from the Commission on Fire Accreditation International (see Attachment 4 for more details).

Review/Update Process

- City Policy C523 and the Fire Rescue Master Plan was recently reviewed and updated to ensure its alignment with:
 - The City's strategic plans (*The Way Ahead, The Way We Live, The Way We Grow, The Way We Move, The Way We Green*).
 - various legislative requirements and industry standards (such as the Alberta Safety Codes Act, Alberta Fire Code and Fire Regulation, Alberta Occupational Health and Safety Act, National Fire Protection Association, etc.)
 - the feedback received through the community driven strategic planning process that contributed to Edmonton Fire Rescue Services receiving international accreditation status from the Commission on Fire Accreditation International.
- The services of Calder Bateman and Leger Marketing were retained to support consultation processes. These consultations help identify, refine and validate proposed revisions to City Policy C523 and the Fire Rescue Master Plan. Consultation included a series of focus group meetings, special presentations, and public surveys.

Proposed Updates

The research and analysis completed in addition to the feedback received has

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resulted in a number of recommended updates to City Policy C523 and the Fire Rescue Master Plan.

- Some of the key enhancements include:
 - the Policy has been expanded to incorporate additional strategic policy directions (i.e., the goals and principles were previously only included in the Fire Rescue Master Plan - see Attachment 3 for details on this and other changes to the Policy's content)
 - the goals have been refined to be more action oriented, comprehensive and integrated
 - five new principles have been added (2.4, 3.5, 4.2, 4.3, 4.4) that better reflect interest in: enhancing communication and collaboration strategies within the organization; strengthening problem solving relationships with the union; investigating opportunities to enhance revenue streams and improve efficiencies; following an integrated approach to ensuring community safety; and pursuing innovation and continuous improvement opportunities
 - the Mission, Vision and Values have been updated to incorporate more meaningful and inspiring language
 - service level target 1.1.1 has been updated to amend the call evaluation and dispatch time from an average of 90 seconds to now achieving the 90 second target on 90% of calls, and is currently being achieved by Edmonton Fire Rescue Services
 - service level target 1.1.5 has been updated to raise the Full First Alarm Assignment from 14

to 16 firefighters arriving on scene, which reflects the critical tasking requirements conducted during the Commission on Fire Accreditation International accreditation process and is currently being achieved by Edmonton Fire Rescue Services (as a result of completing the ladder truck upgrade program)

- the recommended replacement life cycle for pumper trucks has been shortened from 17 to 13 years based on a study by Fleet Services. This will help achieve: fewer impacts associated with vehicle servicing down-time; cost avoidance through reduced maintenance needs; better alignment with guidelines set by the Fire Underwriters Survey; improved access to newer and greener equipment exhibiting the latest technology
- the Policy and its accompanying Fire Rescue Master Plan will be reviewed and updated on a new five-year cycle to be more consistent with the review cycle of other similar documents.

Identified Support

- The broader conclusions of the consultation process are as follows:
 - 97% of Edmontonians surveyed have a positive impression of how Edmonton Fire Rescue Services is doing at meeting their community's needs.
 - 94% of Edmontonians surveyed are supportive of the updated Goals, Principles, Mission, Vision and Values in terms of guiding future decision making.
 - 99% of Edmonton Fire Rescue Services staff surveyed are

supportive of the updated Goals, Principles, Mission, Vision and Values in terms of guiding future decision making.

Policy

City Policy C523 – Fire Rescue Service Targets

Corporate Outcomes

Improve Edmonton's Livability by making Edmonton a safe and secure community where people choose to live, work and play.

Public Consultation

A Public Involvement Plan was developed to support the review and update of City Policy C523 and its accompanying Fire Rescue Master Plan and included the following:

- In the spring of 2011, feedback on proposed updates to City Policy C523 and the accompanying Fire Rescue Master Plan was obtained through a series of focus group meetings including over 150 targeted senior level stakeholders (comprising representatives from various not-for-profit agencies, government organizations, regional fire chiefs, industry and business leaders, the education sector, fire personnel and other corporate partners).
- In the summer of 2011, a survey of 405 Edmontonians and over 1,000 Fire Rescue Services Staff was conducted to obtain their feedback on the proposed updates to City Policy C523 and its accompanying Fire Rescue Master Plan.
- In the fall of 2011, presentations were delivered to the Urban Development Institute of Greater Edmonton and the Community

Services Advisory Board for their feedback and comment.

Budget/Financial Implications

- Any capital and operating impacts will be brought forward through regular budget approval processes.

Justification of Recommendation

The updated City Policy C523A and the Fire Rescue Master Plan (2012) align with the new direction set by City Council in *The Way Ahead*; incorporates any changes in legislative requirements and industry standards; builds upon the important work that resulted in Edmonton Fire Rescue Services achieving International accreditation status in 2010; and reflects community and partner expectations.

Attachments

1. City Policy C523A – Fire Rescue Service Delivery
2. Fire Rescue Master Plan (2012)
3. Side-by-Side Comparison of Proposed Policy Update C523A, with existing City Policy C523
4. Edmonton Fire Rescue Services receives International Accreditation (March 2010)
5. Fire Station Location Master Plan (Spring 2012)
6. Fire Rescue Services Achievements (completed since 2006)

Others Reviewing this Report

- R. Boutilier, General Manager, Transportation Services
- D. H. Edey, General Manager, Corporate Services
- R. G. Klassen, General Manager, Sustainable Development
- L. Rosen, Chief Financial Officer and Treasurer