



Fire Services

Re: EX12.2o

Service Level Review

Standing Committee Presentation
June 24, 2015



Overview

- Recommended Service Levels by Program
 - Program Map
 - Service Levels and Service Performance
 - Service Challenges and Opportunities
 - Strategies to Address Issues/Opportunities
 - Priority Actions to Achieve Results



Fire Services

2015 Program Map

Fire Services

The Toronto Fire Service provides high quality, safe, efficient, effective and caring emergency response and fire prevention and education services to those who live in, work in, and visit our City in order to: a) Protect life, property and the environment from the effects of fire, illness, accidents, natural disasters and all other hazards; b) Enhance fire and life safety, and raise community awareness about all hazards; c) Pursue the acquisition and use of the most effective technology, equipment and resources to ensure performance in a competent and professional manner.

Fire Rescue & Emergency Response

Purpose:
First response fire suppression, rescue and emergency services are provided by an "all hazards" delivery organization (Fire Services – Operations). The service operates "round the clock, year-round" at full capacity. The residents and visitors to Toronto are provided with immediate advanced life-saving and first aid for incidents of fire, accident and medical emergencies. Property protection is provided by fully trained and experienced fire suppression teams.

Service Customer

Fire Rescue & Emergency Response

- Incident Victim
- Property owner
- Property occupant
- Adjacent Property owners
- Insurance Companies

Disaster Response & Event Support

Purpose:
To provide standby fire support for a variety of large scale events and respond to emergencies involving mass victims.

Heavy Urban Search & Rescue

Chemical, Biological, Radiological, Nuclear, and Explosive Response

Event Support

Disaster Response & Event Support

- Incident Victim(s)
- Corporations
- City Divisions – Office of Emergency Management, Shelter Support & Housing Administration, Emergency Medical Services, Toronto Police Services
- Large Event Attendees
- Insurance Companies
- Local Businesses
- Local Residents

Fire Safety Education

Purpose:
Fire Safety and Education is mandated to educate the public, particularly vulnerable groups such as children and seniors to recognize hazardous situations that could lead to fire or take action to avoid or prevent incidents of injury due to fire.

School Based Fire Education

Campaign Based Fire Education

Fire Prevention, Inspection, & Enforcement

Purpose:
Fire Prevention is mandated to examine the plans for the construction of all public buildings to ensure compliance with Fire Code regulations and to inspect and re-inspect after re-development all public buildings to enforce the Fire code for the safety of occupants and the protection of property.

Fire Code Enforcement

Development Review

Fire Safety Education

- Toronto Elementary School Teachers
- Community Groups
- Businesses
- Elementary School Children
- Parents / Guardians
- General Public

Fire Prevention, Inspection, & Enforcement

- Property owners
- Property User / Occupant
- Adjacent Property Owners / Neighbours



Service Levels – 2012 - 2015

Service Level Description		2012	2013	2014	2015
Fire Rescue and Emergency Response					
Call Processing Time (call received to dispatch) (1:00, 90% of the time as per NFPA 1221)	Approved	90%	90%	90%	94%
	Actual	87%	83%	92%	
Turnout Time (dispatch to 1st truck responding) (1:20, 90% of the time as per NFPA 1710)	Approved	90%	90%	90%	46%
	Actual	32%	45%	43%	
Travel Time (1st truck responding to on scene) (4:00, 90% of the time as per NFPA 1710)	Approved	90%	90%	90%	76%
	Actual	80%	75%	75%	
Total Response Time (call received to 1st truck on scene) (6:20, 90% of the time as per NFPA 1710)	Approved	90%	90%	90%	81%
	Actual	79%	76%	80%	
Fire Safety Education					
School Based Fire Education	Approved	100% of Schools, up to grade 4; and, grades 5 to 8 by June 2012 in all TCDSB and TDSB schools	Continue to expand annual public education initiatives promoting fire safety and awareness		Continue to expand annual public education initiatives promoting fire safety and awareness to all grades & including recruitment initiatives
Campaign Based Fire Education - Fire Education Material/Brochures	Actual	1 public educator per 130,000 population		1 public educator per 103,879 population	1 public educator per 97,481 population
Campaign Based Fire Education - Fire Education Training Sessions	Actual	1 public educator per 130,000 population		1 public educator per 103,879 population	1 public educator per 97,481 population
Campaign Based Fire Education - Public Events	Actual	1 public educator per 130,000 population		1 public educator per 103,879 population	1 public educator per 97,481 population

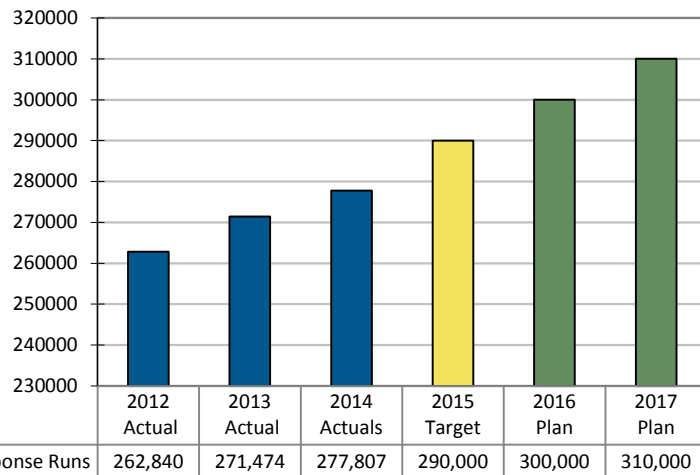


Service Levels – 2012 - 2015

Service Level Description		2012	2013	2014	2015
Fire Prevention, Inspection and Enforcement					
Development Review	Approved	29% of inspections completed within 7 days		Service levels under review	
Fire Code Enforcement - Inspector: Population ratio (target of 1:15,000)	Actual	1:25,178	1:23,037	1:19,714	1:17,609
Fire Code Enforcement - Percent of addresses cleared on first inspection	Actual	New in 2014		42%	45%
Fire Code Enforcement - Percent of Complaint/Referral Inspections cleared on first inspection	Actual	New in 2014		40%	45%
Fire Code Enforcement - Conviction Rate for Legal files	Actual	New in 2014		79%	80%

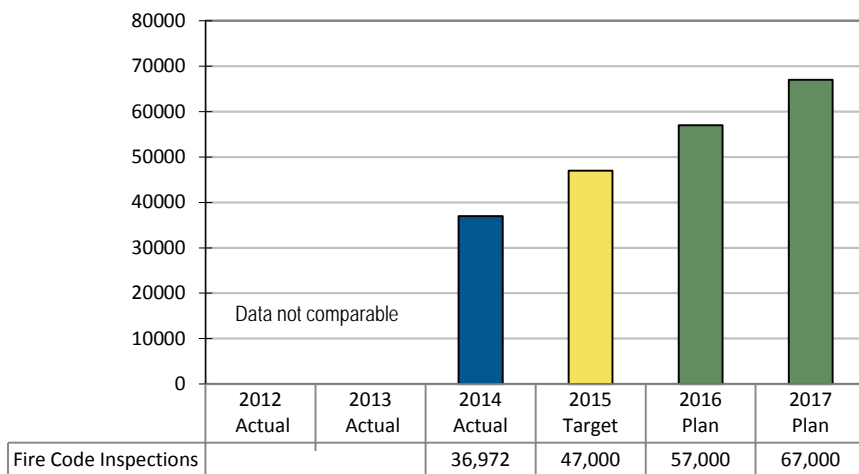


Performance Measures



Fire Rescue & Emergency Response: # of Vehicle Response Runs

- The complexities of heavy urban emergency response drives the requirement for multiple specialized apparatus and crews to respond to many of emergency incidents.
- In 2015, TFS projects an average of 42% of all incidents will require multiple apparatus and crews when responding to emergency incidents.
- The demand for multiple apparatus and crew responses is forecasted to grow alongside population growth. This has been estimated at 1% per annum in each of 2016 and 2017.



Fire Prevention, Inspection & Enforcement : # of Fire Code Inspections

- In 2014, TFS introduced new mobile technology for inspections. The hand-held tablets provided improved data collection and data reporting. As such 2014 data is not comparable to previous years' data.
- In 2015 and 2016, while the number of inspections are projected to increase, the use of mobile technology will provide enhanced reporting related to the number of buildings inspected, the number of inspections and re-inspections as well as total inspection hours.
- Future year increases in 2016 and 2017 reflect the projected additional 50 new positions in Fire Prevention and Public Education subject to future year operating budget process.





Toronto Fire Services



Service Challenges & Opportunities

■ Challenges

- ✓ Budget challenges including: salaries and benefits pressure; Fleet Reserve Contribution under-funded; gapping rate of 2.04% not achievable due to Collective Agreement language; and WSIB presumptive legislation
- ✓ Aging Infrastructure including escalating building operation and maintenance and repair costs
- ✓ Service Delivery affected by traffic congestion, vertical response, technology
- ✓ Resource requirements to meet improvements recommended in four major reviews
- ✓ Future staffing for new stations
- ✓ New NFPA response standards (strip malls, low rise & high rise buildings)



Service Challenges & Opportunities

■ Opportunities

- ✓ Build a performance driven culture, using data to drive decisions
- ✓ Implement recommendations of four major reviews including:
- ✓ Continue with Collective Bargaining Process
- ✓ Begin Master Fire Plan implementation



Strategies to Address Challenges & Opportunities:

Priority Actions Taken or Underway

Strategic Action/Service Objective: Implement the recommendations of four major reviews (Results of the Service & Organizational Review; Fire Underwriter's Survey; Auditor General's Review of training & recruitment; and Path to Diversity)	
Actions	Results / Progress
Move towards CFAI Accreditation	Improved performance measurement of 44 criteria through 253 KPIs
Increased focus on fire safety awareness, prevention and public education.	Improved life safety and reduced fire related injuries, damage and deaths.
Increased number of fire prevention inspectors	Increased frequency of fire prevention inspections
Implement technological enhancements (mobile terminals, predictive modelling, Fire Station Alerting, Toronto Radio Infrastructure Program)	Improved response times
Improved recruitment process and increased public outreach	Increased diversity intake of potential employment candidates



Strategies to Address Challenges & Opportunities:

New Strategies

■ Strategies

- ✓ Utilize mobile technology to improve enforcement of Fire Code
- ✓ Implement dynamic staging and predictive modelling technology
- ✓ Explore use of traffic/fire pre-emption technologies
- ✓ Increase investment in pre-incident planning
- ✓ Implement technical enhancement for Communications
- ✓ Develop a strategic plan for training
- ✓ Deliver quality training programs
- ✓ Explore partnerships to improve recruitment process
- ✓ Improve recruitment process to increase outreach and encourage diversity





Thank You

