

Update on Fire and Life Safety at the City of Toronto

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Agenda

- Understanding Fire and Life Safety (FLS) Requirements
- 10% Audit Results
- Go-Forward Strategy

Update on Fire & Life Safety

- Key actions taken by Corporate Real Estate Management:
 - FLS Task Force → FLS Program Office
 - Audit of 10% of City Buildings
 - Engagement with Industry

Fire & Life Safety Inspection Requirements

- Inspection records are required for all fire protection systems.
- Each system requires inspection and testing at various frequencies dictated by the Ontario Fire Code (OFC) and other standards.
- Some buildings have multiple systems. Metro Hall has 9 sprinkler systems and every system requires a distinct inspection report for the monthly and annual inspections, testing, and maintenance (ITM).

Fire and Life Safety Industry

- Fire and Life Safety (FLS) vendors work in an unregulated market.
- The Canadian Fire Alarm Association (CFAA) and Canadian Automatic Sprinkler Association (CASA) don't hold any regulatory power.
- There has been a moderate uptake of the provincial qualification for fire protection installers.

10% Audit Methodology

- Audit of approximately 10% of the City's portfolio (243 buildings). The audit prioritized buildings with high occupancy and/or critical functions.
- All Divisions, Agencies, and Corporations except Toronto Hydro and Toronto Community Housing were included in the audit. These Corporations have already established Fire and Life Safety groups.
- Reviewed annual inspection reports from 2017 and 2018, a sub-set of 2019 annual reports, and monthly inspection/testing reports for August and September 2018.
- Third-party vendors assessed the records for compliance with the Ontario Fire Code.

10% Audit: 2017 and 2018 Results

| Divisions vs Agency and Commissions | Number of Buildings Audited | Record Availability | | | Compliance of Received Reports | |
|-------------------------------------|-----------------------------|---------------------|------------------|------------|--------------------------------|------------|
| | | Reports Requested | Reports Received | | | |
| All City Divisions | 202 | 2304 | 1168 | 50% | 684 | 59% |
| Agencies & Commissions | 41 | 1008 | 569 | 56% | 378 | 66% |
| Total | 243 | 3312 | 1737 | 52% | 1062 | 61% |

10% Audit: 2017 and 2018 Results

- The 2017 & 2018 data shows major gaps in work completed (report availability) and the quality of the work performed (compliance). These results affirm the findings in the Auditor General's report ([AU13.11](#)).
 - Report availability speaks to poor contract management, a lack of knowledge about our fire protection equipment/infrastructure and a lack of education related to inspection, testing and maintenance requirements.
 - The compliance results are attributable to decentralization and underinvestment in FLS at the City, the unregulated industry, underbidding vendors, and a lack of oversight of the records.
 - The City has since terminated FLS contracts with two additional vendors due to poor performance and record-keeping abnormalities.

10% Audit: Sub-set of 2019 Results

| Fire Alarm Annual Reports | 2017 | 2018 | 2019 |
|---------------------------|------|------|------|
| Reports Available: | 48% | 67% | 76% |
| Reports Compliant: | 27% | 36% | 40% |

- Awareness of requirements, better vendors, improved oversight.
- The bulk of work from the new vendors was not included within the scope of the 2019 data as 75% of annual reports are scheduled for Q3/Q4. Compliance of records is expected to reach between 65% and 70% by the end of 2019.
- Subsequent to performance meetings with vendors, compliance is increasing.

Go-Forward Strategy

The FLS Program Office will centralize all FLS functions and resources in a dedicated group to ensure compliance City-wide.

Industry-standard model for FLS services

- In-house monthly inspections, vendor-performed annual inspections

Quality Assurance & Contract Management

- Dedicated, independent staff to assess vendor and City-performed work

Ongoing Support and Training

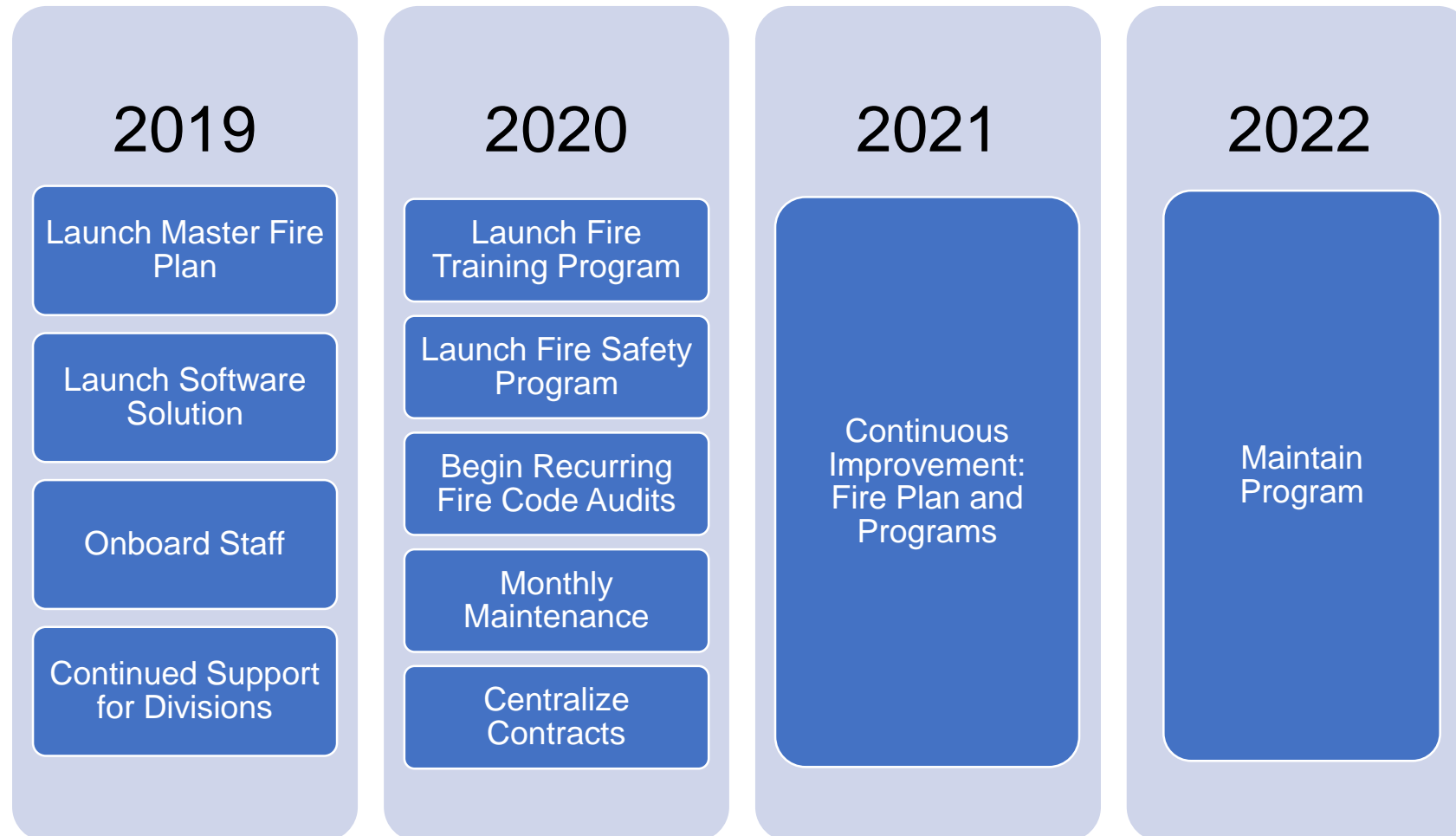
- Dedicated training staff to support all employees in meeting FLS requirements

Compliance-Tracking Software

- Implement industry-leading Building Reports Canada compliance-tracking software

After consolidating existing resources, incremental funding of \$2.7M and 39 positions are required in 2020. Once the Program Office is fully-implemented in 2021, the annual cost will stabilize around \$12M.

Implementation Timeline



Fire & Life Safety Program Office

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