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

<table>
<thead>
<tr>
<th>Divisions vs Agency and Commissions</th>
<th>Number of Buildings Audited</th>
<th>Record Availability</th>
<th>Compliance of Received Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Reports Requested</td>
<td>Reports Received</td>
</tr>
<tr>
<td>All City Divisions</td>
<td>202</td>
<td>2304</td>
<td>1168</td>
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</tr>
<tr>
<td>Agencies &amp; Commissions</td>
<td>41</td>
<td>1008</td>
<td>569</td>
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<tr>
<td>Total</td>
<td>243</td>
<td>3312</td>
<td>1737</td>
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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

<table>
<thead>
<tr>
<th>Fire Alarm Annual Reports</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports Available:</td>
<td>48%</td>
<td>67%</td>
<td>76%</td>
</tr>
<tr>
<td>Reports Compliant:</td>
<td>27%</td>
<td>36%</td>
<td>40%</td>
</tr>
</tbody>
</table>

- 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

- **2019**
  - Launch Master Fire Plan
  - Launch Software Solution
  - Onboard Staff
  - Continued Support for Divisions

- **2020**
  - Launch Fire Training Program
  - Launch Fire Safety Program
  - Begin Recurring Fire Code Audits
  - Monthly Maintenance
  - Centralize Contracts

- **2021**
  - Continuous Improvement: Fire Plan and Programs
  - Monthly Maintenance
  - Centralize Contracts

- **2022**
  - Maintain Program
Fire & Life Safety Program Office

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