

2015-18 Department Business Plan Progress Report

Emergency Services

Reporting Period: Q2/2018

Goal 1: Emergency Services continues to provide community safety through public education and emergency preparedness programs.

Outcome: Increased community safety and emergency preparedness of residents and businesses.

| Progress Update | | |
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| Initiative | Status <i>IP: In Progress NS: Not Started C: Complete WI: With Issue</i> | Milestones/Deliverables Achieved |
| Improve the emergency preparedness of Strathcona County residents by enhancing education and communication | IP | 2,808 residents attended Community Safety Education Emergency Preparedness events. |
| Improve Strathcona County's Emergency Management program | IP | Emergency Management Bylaw 17-2018 approved by Council May 8, 2018. |
| Improve fire code compliance in nine occupancy types including daycares, long-term care facilities, retirement homes, schools, assemblies, multi-family residences (apartments, condominiums), retail businesses and commercial buildings | IP | 2018 Inspection Results: Inspected 69% Fire code compliant 60% |
| Improve the FireSmart program in rural areas and subdivisions | C | Six Wildland Urban Interface (WUI) community assessments completed. 1,904 residents attended WUI education events. 232 property inspections completed. |
| Develop a community engagement strategy to support and encourage non-emergency contact with residents | C | 10,277 non-emergency contacts. |

| Opportunities, Challenges and Other |
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| SCES is working with business owners to develop fire safety plans for their businesses. This will educate them on fire risk and prevention specific to their business, and develop a plan for their staff and patrons to safely evacuate in the event of a fire. |

| Key Performance Indicator/Measures | Benchmark | Progress Update (include year) | Target |
|---|------------------|---------------------------------------|---------------|
| Residents prepared for 72 hours without assistance | 54% (2013) | No survey (2018) | 80% (2018) |
| Total number of accounts signed up for the Strathcona County Alerts notification system | 4,100 (2014) | 9,394 (2018) | 10,000 (2018) |
| Facility fire code compliance rate for daycare, hospital, long-term care, retirement home, school, assembly occupancy, multi-family residence, retail, and business office facilities | 19% (2013) | 60% (2018) | 95% (2018) |
| Total number of rural subdivisions identified for a community FireSmart assessment | 0 (2015) | 6 (2018) | 9 (2018) |
| Percentage of Strathcona County residents having non-emergency contact | 14% (2014) | 10.7% (2018) | 15% (2018) |

Goal 2: Emergency Services supports a safe community through improved operational efficiency.

Outcome: Improved emergency dispatch and emergency response times; reduced fire fatality rates, fewer fire injuries, and less property damage and loss.

| Progress Update | | |
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| Initiative | Status <i>IP: In Progress NS: Not Started C: Complete WI: With Issue</i> | Milestones/Deliverables Achieved |
| Develop a standard method to collect and report statistics in order to consistently measure and report on emergency services benchmarks | IP | Assisted IT to ensure requirements for upgrade to FDM WIN6. |
| Build a comprehensive and best practices-based set of standard operating guidelines and policies to improve 9-1-1 and dispatch effectiveness, and enhance fire, rescue and EMS performance | IP | Twelve new SOP's Nine revised SOP's |
| Transition to an industry-specific Quality Management (QM) system for all aspects of fire, rescue and emergency medical services | IP | ISO 9001– External Audit completed confirming certification and migration to the 2015 standard. Accreditation Canada (EMS)-301 Criteria completed. |

Opportunities, Challenges and Other

The implementation of the new AVTEC consoles improved radio communications with a stronger focus on responder safety.

The technology behind the Alberta First Responder Radio Communication System (AFRCCS) platform decreased duplication of transmissions between regional response partners and puts SCES Emergency Communications Centre (ECC) in a positive position to move forward for years to come with a potential to grow its client base.

| Key Performance Indicator/Measures | Benchmark | Progress Update (include year) | Target |
|---|---------------------|---|-----------------|
| Percentage of 9-1-1 calls from landlines answered within 8 seconds and dispatched within 30 seconds | 80% (2016) | 95.3% (2018) ⁽¹⁾ | 90% (2018) |
| Percentage of fires declared under control within 15 minutes of arrival of the first fire unit | 77% (2016) | 68% (2018) | 90% (2018) |
| Percentage of rescue responses that achieve the designated performance measures | TBD (2017) | Rural Avg: 736 seconds (89% 2018) Urban Avg: 473 seconds (88% 2018) | 80% (2018) |
| Percentage of SCES ambulances that arrive within the designated urban or rural response time | TBD (2017) | Rural Avg: 848 seconds (82% 2018) Urban: Avg: 444 seconds (89% 2018) | 90% (2018) |
| Achieve initial EMS certification through Accreditation Canada at Primer status | Not achieved (2015) | Achieved (2016) | Achieved (2018) |

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|---|---------------------|--------------|-----------------|
| Achieve final EMS certification through Accreditation Canada at Qmentum status | Not achieved (2015) | 85.5% (2018) | Achieved (2018) |
| (1) All 9-1-1 calls in Q1&Q2 were answered within the new 15 second standard 95.3% of the time. | | | |

Goal 3: Emergency Services attracts and retains highly skilled and dedicated employees.

Outcome: Highly satisfied Emergency Services staff.

| Progress Update | | |
|--|--|---|
| Initiative | Status <i>IP: In Progress NS: Not Started C: Complete WI: With Issue</i> | Milestones/Deliverables Achieved |
| Develop a strategy and marketing program to increase the diversity of SCES recruits | IP | Discussion taking place with other agencies regarding recruitment methods. |
| Enhance the SCES Employee Development Program through a formal leadership development program | IP | Offered one SCES Officer Level 1 Program (ten members participated). |
| Continuously improve employee safety and wellness programs through enhanced near-miss reporting and incident investigation | IP | Close call incidents (near miss) reporting increased 325% in 2018 compared to 2015. |

| Opportunities, Challenges and Other |
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| Key Performance Indicator/Measures | Benchmark | Progress Update (include year) | Target |
|--|------------------|---------------------------------------|---------------|
| Percentage of staff who agree they have been given an opportunity for professional growth in the previous year | 81% (2016) | 81% (2017) | 90% (2018) |
| Division and team leaders will ensure close calls are reported to Strathcona County Human Resources (HR) within 24 hours | 60.6% (2016) | 83.3% (2018) | 95% (2018) |
| Percentage of SCES staff who report active participation in a health and wellness program | 79% (2016) | 79% (2017) | 90% (2018) |

Goal 4: Emergency Services supports petrochemical business through safe planning and collaborative partnerships.

Outcome: Growth in industrial areas is planned safely and responsibly.

| Progress Update | | |
|---|--|--|
| Initiative | Status <i>IP: In Progress</i> <i>NS: Not Started</i> <i>C: Complete</i> <i>WI: With Issue</i> | Milestones/Deliverables Achieved |
| Continue to develop and improve partnerships with regional emergency services agencies and mutual aid organizations to promote prevention and increase response effectiveness | IP | Fort Saskatchewan Fire discussions on developing an auto-aide agreement. Took part in Regional Fire Chiefs, Deputy Chiefs, Fire Marshals and Fire training meetings. Promoted the AFFRCS system within the Province, assisting other municipalities with implementing the program. |
| Participate in joint training activities and emergency response exercises with industry partners to enhance community safety | IP | Participated in 7 of 8 exercises/live events. |
| Develop and implement a formal industrial partner engagement program | IP | The Industrial Engagement Program (IEP) framework was presented at the June NRCAER meeting. |
| Collaborate with Planning and Development Services and Economic Development and Tourism to develop best practices for safe industrial development within Strathcona County | C | Development consultation SOP completed. |
| Develop a comprehensive industrial inspection program | IP | Development of IEP worksheet, onsite engagement, spills and leaks notification. Preparation for rollout in 2019. |

| Opportunities, Challenges and Other |
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| 1. Fire Prevention works with Industry to ensure all codes, rules and regulations are met. 2. Emergency Services is gathering building information and informally introducing the IEP to business owners in industrial zoned areas. |

| Key Performance Indicator/Measures | Benchmark | Progress Update (include year) | Target |
|--|------------------|---------------------------------------|---------------|
| SCES participation in planned multi-agency industrial exercises | 33% (2013) | 87.5% (2018) | 100% (2018) |
| Fire code compliance achieved through development process and risk evaluations | 100% (2017) | 100% (2018) | 100% (2018) |