

# **2015-18 Department Business Plan Progress Report**

## **Emergency Services**

**Reporting Period: Q4/2018**

**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.*

<b>Progress Update</b>		
<b>Initiative</b>	<b>Status</b> <i>IP: In Progress NS: Not Started C: Complete WI: With Issue</i>	<b>Milestones/Deliverables Achieved</b>
Improve the emergency preparedness of Strathcona County residents by enhancing education and communication	IP	8,465 residents attended Community Safety Education Emergency Preparedness events.
Improve Strathcona County's Emergency Management program	IP	Activated temporary EOC at Station 6 in response to County Hall/Community Centre Parkade Incident. Coordinated business continuity response. Strathcona County personnel attended NAIT Incident Management Team Academy.
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	C	2018 Inspection Results: Inspected 99% Fire code compliant 98%
Improve the FireSmart program in rural areas and subdivisions	C	
Develop a community engagement strategy to support and encourage non-emergency contact with residents	C	23,414 non-emergency contacts.

<b>Opportunities, Challenges and Other</b>

<b>Key Performance Indicator/Measures</b>	<b>Benchmark</b>	<b>Progress Update (include year)</b>	<b>Target</b>
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)	9,810 (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)	98% (2018)	95% (2018)
Total number of rural subdivisions identified for a community FireSmart assessment	0 (2015)	8 (2018)	9 (2018)
Percentage of Strathcona County residents having non-emergency contact	14% (2014)	23.8% (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.*

<b>Progress Update</b>		
<b>Initiative</b>	<b>Status</b> <i>IP: In Progress NS: Not Started C: Complete WI: With Issue</i>	<b>Milestones/Deliverables Achieved</b>
Develop a standard method to collect and report statistics in order to consistently measure and report on emergency services benchmarks	IP	Enhancement to computer aided dispatch and records management software 60% complete.
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	Fourteen new SOP's Eighteen revised SOP's Nine cancelled SOP's
Transition to an industry-specific Quality Management (QM) system for all aspects of fire, rescue and emergency medical services	IP	Accreditation Canada (EMS)-successfully achieved Qmentum status with a compliance rate of 96%, resulting in a commendation.

<b>Opportunities, Challenges and Other</b>

<b>Key Performance Indicator/Measures</b>	<b>Benchmark</b>	<b>Progress Update (include year)</b>	<b>Target</b>
Percentage of 9-1-1 calls from landlines answered within 8 seconds and dispatched within 30 seconds	80% (2016)	95.3% (2018) of 9-1-1 calls answered within 15 seconds and 66% dispatched within 30 seconds.	90% (2018)
Percentage of fires declared under control within 15 minutes of arrival of the first fire unit	77% (2016)	55% (2018)	90% (2018)
Percentage of rescue responses that achieve the designated performance measures	TBD (2017)	Rural Avg: 756 seconds ( 94% 2018) Urban Avg: 467 seconds ( 91% 2018)	80% (2018)
Percentage of SCES ambulances that arrive within the designated urban or rural response time	TBD (2017)	Rural Avg: 833 seconds ( 81% 2018) Urban: Avg: 462 seconds ( 90% 2018)	90% (2018)
Achieve initial EMS certification through Accreditation Canada at Primer status	Not achieved (2015)	Achieved (2016)	Achieved (2018)

## SCES Q4/2018 Progress Report

Achieve final EMS certification through Accreditation Canada at Qmentum status	Not achieved (2015)	Achieved 96% (2018)	Achieved (2018)
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**Goal 3: Emergency Services attracts and retains highly skilled and dedicated employees.**

Outcome: Highly satisfied Emergency Services staff.

<b>Progress Update</b>		
<b>Initiative</b>	<b>Status</b> <i>IP: In Progress</i> <i>NS: Not Started</i> <i>C: Complete</i> <i>WI: With Issue</i>	<b>Milestones/Deliverables Achieved</b>
Develop a strategy and marketing program to increase the diversity of SCES recruits	C	Working with other agencies on recruitment methods. Developed program with University of Alberta on physical education specific to female firefighters.
Enhance the SCES Employee Development Program through a formal leadership development program	C	Program developed and consistently implemented.
Continuously improve employee safety and wellness programs through enhanced near-miss reporting and incident investigation	C	Continual increase in close call reporting year over year.

<b>Opportunities, Challenges and Other</b>

<b>Key Performance Indicator/Measures</b>	<b>Benchmark</b>	<b>Progress Update (include year)</b>	<b>Target</b>
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)	78.6% (2018)	95% (2018)
Percentage of SCES staff who report active participation in a health and wellness program	79% (2016)	Not measured (2018)	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.*

<b>Progress Update</b>		
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Continue to develop and improve partnerships with regional emergency services agencies and mutual aid organizations to promote prevention and increase response effectiveness	C	Took part in Regional Fire Chiefs, Deputy Chiefs, Fire Marshals and Fire training meetings. Working collaboratively with other municipalities on the Edmonton Metropolitan Regional Board for Emergency Services.
Participate in joint training activities and emergency response exercises with industry partners to enhance community safety	C	Participated in 13 of 15 exercises/live events.
Develop and implement a formal industrial partner engagement program	C	Industrial Engagement Program (IEP) framework completed.
Collaborate with Planning and Development Services and Economic Development and Tourism to develop best practices for safe industrial development within Strathcona County	C	
Develop a comprehensive industrial inspection program	C	Development of Industrial Response worksheet, onsite engagement, spills and leaks notification.

<b>Opportunities, Challenges and Other</b>
<ol style="list-style-type: none"> <li>1. Fire Prevention works with Industry to ensure all codes, rules and regulations are met.</li> <li>2. Challenged with complex inspections requiring specialized knowledge. Focus is on gaining relationships with heavy industrial businesses.</li> <li>3. Emergency Services is gathering building information and introduced the Industrial Engagement Program to business owners in industrial zoned areas.</li> </ol>

<b>Key Performance Indicator/Measures</b>	<b>Benchmark</b>	<b>Progress Update (include year)</b>	<b>Target</b>
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)