

2018 Business Plan: Fire Services

1. WHO ARE WE: DEPARTMENT OVERVIEW

Fire Services is dedicated to the safety of our residents, business community, and tourists. More than 200 firefighters located in 8 fire stations provide emergency and non-emergency services.

Fire Services Mission: We will be an exemplary model in the delivery of fire prevention, fire control and public safety services. We will be innovative, effective and ethical; show excellence in our thinking, actions and behavior and work safely in all situations.

Fire Services serves the public in the following ways:

- Provides fire suppression and prevention services.
- Provides Medical Aid for Emergency Medical Services (EMS) as requested.
- Coordinates Fire Department Training for internal and external partners.
- Provides rescue services related to motor vehicle collisions, farm and machinery accidents, and other requests for services.
- Responsible for the adequate provision of infrastructure related to apparatus, communications as well as specialized equipment required to perform rescue services.
- Responsible for fire inspections and investigative services as per the Safety Codes Act and the county's Quality Management Plan (QMP).

2. RECENT ACHIEVEMENTS

2.1 Emergency Response

Duffield Fire

- The Duffield wildland fire started on April 17, 2016 and was contained to 225 hectares. Extreme fire conditions presented a challenge to fire crews to contain the fire, which was finally extinguished on May 3, 2016. Simultaneously, another wildfire occurred in the Tomahawk area, which was contained to five hectares by Parkland Fire Services and contracted fire crews. Parkland Fire Services were supported with mutual aid from nine regional fire services partners and Provincial Forestry resources.

Fort McMurray Fire

- Parkland Fire Services responded with crew and apparatus to assist with the Fort McMurray fire on May 3, 2016. Parkland crews worked to protect homes and infrastructure for several days while surviving with limited resources.

2.2 Human Resources and Training

Annual recruitment

- Parkland County Fire Services now uses an annual recruitment program, rather than ongoing, for all five direct delivery stations.
- This provides a streamlined training opportunity for maximizing instructor time.
- This also supports interdivisional training of groups and ensures staff from other divisions are now cross-trained; portability of work force is now fluid.

Improved Retention Ratio

- Parkland County Fire Services has experienced an improved retention ratio, which has saved money, time, and can help preserve institutional knowledge.

2.3 Agreements and Partnerships

- Recent agreements and partnerships include a joint training ground utilization with Spruce Grove and a service agreement with Yellowhead County.

2.4 New Equipment

- New equipment recently acquired includes a new mobile command unit from the Alberta Emergency Management Agency (AEMA), a 30 metre Aerial Platform, and a Flammable Liquids Fire Fighting Foam Response Trailer.

3. OPPORTUNITIES AND CHALLENGES

3.1 Service Delivery

- Parkland County is experiencing community growth, industrial growth, and increased demand.
 - Service level expectations and pressures continue to increase as a result
- Reduced availability of daytime responders in the west area of the County.
- Longer response times in commercial and industrial area than some comparators.
- Fire services is using service delivery pressures as an opportunity to refocus on core activities, including:
 - Fire Suppression
 - Rescue
 - Prevention
 - Training

3.2 Resources

- Financial pressures and limited financial resources currently exist throughout Parkland County.
- Fire Services has experienced issues related to the retention of trained responders; however, retention has increased.
- Issues exist related to the hiring of full-time staff by neighboring municipalities, affecting the on-call staff.

3.3 Partnerships and Agreements

- Parkland County has partnership agreements with a number of other municipalities and summer villages.
 - A number of these agreements require updates
 - These agreements also require a review to re-examine current cost recovery
- Partnership opportunities exist with other neighbouring municipalities related to (service delivery? Training?)

3.4 Legislative Changes

- Legislative changes have occurred for oil and gas development. Impacts include:
 - Increased complexity with directives from provincial and federal legislation
 - More requirement for public input
- The responsibility for this has been delegated to Fire Services

4. LINKS TO PLANS AND STUDIES

4.1 Fire Services Master Plan

- Provides an analysis of issues and opportunities for Fire Services at Parkland County.
- Includes proposed Council Policy Statements and Administration Goals to address issues identified and to achieve the proposed service delivery goals.

- Recommendations from the plan will be implemented using a phased approach.

4.2 Municipal Development Plan (MDP)

- The MDP identifies growth areas that will have an impact on fire services service levels and expectations

4.3 Other

- Long-Term Capital Plan
- Fleet Plan
- Emergency Communications Center Master Plan

5. KEY PERFORMANCE INDICATORS

- Fire Services cost per \$1,000 of assessment
- Response times and incident types
- Staff retention
- Reoccurring inspections: how well people are cooperating with requests

6. PROGRAMS AND SERVICES

- Fire suppression services
- Medical First Response
- Rescue
- Provision of infrastructure
- Fire inspections & Investigations

7. CHANGES TO PROGRAMS AND SERVICES

- Training
 - Further develop training program delivery methods and internal capacity for instructors