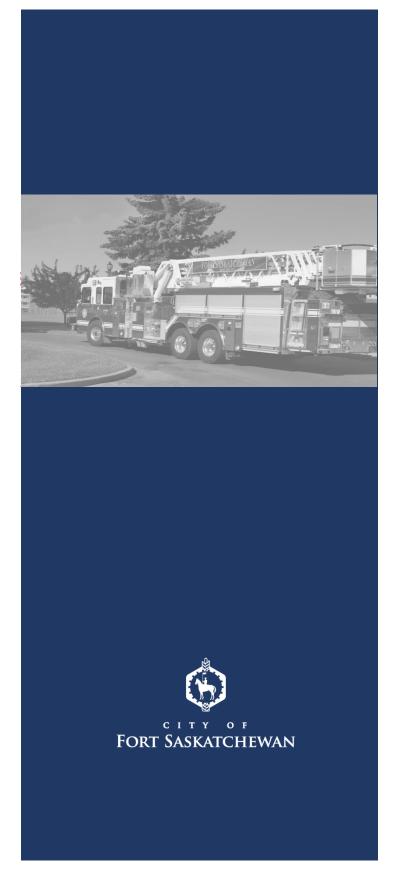
FIRE SERVICES

Department Service Levels

Overview

Fire Services is dedicated to the safety of citizens in Fort Saskatchewan and provides a variety of emergency and non-emergency services. The department contributes to quality of life through fire suppression, medical response, hazardous material response, technical rescue, incident investigations, incident prevention / education strategies and staff training. Fire Services leads the City in municipal emergency/disaster planning and preparedness by collaborating with many other City departments, industrial partners and mutual aid organizations.



DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.





Operation Division

The Operations Division is responsible to mitigate a diverse range of fire emergencies including fire suppression, wild-land, medical first response (MFR), industrial/petrochemical fires, reduction of environmental impact, property conservation, life-safety/rescue response, and specialized rescue (Hazmat, spills, leaks, ice rescue, water rescue, rope rescue). Operations also assists in delivery of community safety initiatives, inspections and public education programs. The Operations Division also oversees the management of our apparatus fleet/department facilities and staffing.

Fire Suppression

PBB Program Area Description/Overview:

Fire Suppression - Activities related to fire suppression services and other non-EMS-related calls for service (i.e., structure fires, vehicle fires, miscellaneous fires, alarm notifiers, good intent calls). Total number of calls for service in 2023 are 1101 up from 869 in 2022.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the <u>Program Summary Report</u>.

Reason for Offering: Life Safety / Determined by Council

Inventory/Volume/Demand: 348 incidents in the year 2023. These incidents include Alarms, Structure Fires, Outside Fires and Vehicle Fire calls. Data provided as per Fire Pro2 records management system.

Frequency or Response Timing: 24 hours/ 365 days per year

Standard Operating Procedures/Specifications: Fire Department Standard Operating Guidelines and Standard Operating Procedures

Service Levels:

Fire Fighting Services		
Structural	NFPA 1001 Level II Standard for Fire	2 pumps, rescue response, 15 staff, plus
	Fighter Professional Qualifications	Incident Command Services.
	NFPA 1002 Standard for Fire Apparatus	Meet full deployment of above resources
	Driver/Operator Professional	within 6 minutes of initial arriving
	Qualifications	apparatus 90% of the time.
Industrial	NFPA 1081 Standard for Industrial	2 pump response, 10 staff plus Incident
	Fire Brigade Member Professional	Command Services.
	Qualifications Advanced Exterior	
Vehicle	As per Structural	2 Pump response, 10 staff plus Incident
		Command Services.
Wildland/Urban Interface	As per Structural	Brush truck, pump response, 10 staff plus
		Incident Command Services.

Policy Alignment: City of Fort Saskatchewan Fire Department Service Level Council Policy SAF-015-C



Legislation, Regulations or Standards: NFPA 1001 Standard, NFPA 1002 Standard and NFPA 1081 Standard.

Profile of Users: General Public

Other Data as Required Necessary to Undertake Reviews of Service Levels: HIRF (High Intensity Residential Fires) Fire Underwriters Study (FUS) and Occupational Health and Safety (OHS) Guide for Firefighting.

Medical First Response

PBB Program Area Description/Overview:

Mitigate a diverse range of serious and life-threatening medical emergency through our Medical First responder program and support Alberta Health Services or contracted services.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the Program Summary Report.

Reason for Offering: Life Safety / Determined by Council

Inventory/Volume/Demand: 628 incidents in the year 2023 as per Fire Pro2 records management system.

Frequency or Response Timing: 24 hours/ 365 days per year

Standard Operating Procedures/Specifications: Fire Department Standard Operating Guidelines, Standard Operating Procedures and Alberta Health Services (AHS) Medical First Responder Program guide.

Service Levels:

Emergency Medical Services	
Standard First Aid / Health Care Provider CPR	Rescue response, 3 staff plus Incident Command Services

Policy Alignment: City of Fort Saskatchewan Fire Department Service Level Council Policy SAF-015-C

Profile of Users: General Public

Other Data as Required Necessary to Undertake Reviews of Service Levels: Occupational Health and Safety (OHS) Guide for Firefighting.

Rescue

PBB Program Area Description/Overview:

Rescue - Rescue people and mitigate rescue response to citizens when emergency services are required for motor vehicle collisions.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the Program Summary Report.

Reason for Offering: Life Safety / Determined by Council



Inventory/Volume/Demand: 56 incidents in the year 2023. These incidents included: Collision/Rescue, Motor Vehicle Collisions as per Fire Pro2 records management system.

Frequency or Response Timing: 24 hours/ 365 days per year

Standard Operating Procedures/Specifications: Fire Department Standard Operating Guidelines and Standard Operating Procedures

Service Levels:

Rescue Services			
NFPA 1006 Standard for Technical Rescuer Professional Qualifications			
NFPA 1670 Standard on Operations and Training for Technical Search and Rescue Incidents			
Motor Vehicle, Machinery	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.	

Policy Alignment: City of Fort Saskatchewan Fire Department Service Level Council Policy SAF-015-C

Legislation, Regulations or Standards: NFPA 1006 Standard and NFPA 1670 Standard

Profile of Users: General Public

Other Data as Required Necessary to Undertake Reviews of Service Levels: Occupational Health and Safety (OHS) Guide for Firefighting.

Specialized Rescue

PBB Program Area Description/Overview:

Specialized Rescue - Provide specialized team responses for technical, high angle, confined space and collapsed structure, and water-based rescue. Also, mitigate a diverse range of hazardous material events and environmental emergencies.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the <u>Program Summary Report.</u>

Reason for Offering: Life Safety / Determined by Council

Volume: 30 incidents in the year 2023. These incidents include Fuel Spills, Gas Leaks/Odors, Hazmat, Ice Rescue, Water Rescue, Rope Rescue, Elevator, Trench, Confined space, Power lines, and Building Collapse as per Fire Pro2 records management system.

Other: Lost Person/Citizen Assist 25 incidents in 2023.

Frequency or Response Timing: 24 hours/ 365 days per year

Standard Operating Procedures/Specifications: Fire Department Standard Operating Guidelines and Standard Operating Procedures



Service Levels:

Dangerous Goods Services		
	NFPA 471 Recommended Practice for	Rescue, pump response, 10
	Responding to Hazardous Materials Incidents	staff plus Incident
	Operations Level	Command Services.
	NFPA 472 Standard for Competence of	
	Responders to Hazardous Materials/Weapons	
	of Mass Destruction Incidents Operations Level	

Specialized Services				
NFPA 1006 Standard for Technical Rescuer Professional Qualifications				
NFPA 1670 Standard on Operations and Training for Technical Search and Rescue Incidents				
Ice Rescue	Operations Level	Rescue, pump response, 10 staff		
Too Nessure	operations zere.	plus Incident Command Services.		
Surface Water Rescue	Operations Level	Boat, rescue response, 10 staff plus		
Surface Water Resear	operations zere:	Incident Command Services.		
Trench Rescue	Operations Level	Rescue, pump response, 10 staff		
Treffer Researc	Operations Level	plus Incident Command Services.		
Confined Space Rescue	Operations Level	Rescue, pump response, 10 staff		
commed space resear	Operations Level	plus Incident Command Services.		
Rope Rescue	Operations Level	Rescue, pump response, 10 staff		
Nope Nesede	Operations Level	plus Incident Command Services.		
Elevator Rescue	Operations Level	Rescue, pump response, 10 staff		
Lievator Nescue	Operations Level	plus Incident Command Services.		
Power Lines Down/Electrical Hazards	Operations Level	Rescue, pump response, 10 staff		
Fower Lines Down/ Electrical Hazarus	Operations Level	plus Incident Command Services.		
Building Collapse	Operations Level	2 pump, rescue response, 15 staff		
building collapse	Operations Level	plus Incident Command Services.		

Policy Alignment: City of Fort Saskatchewan Fire Department Service Level Council Policy SAF-015-C

Legislation, Regulations or Standards: NFPA 1072 Standard (previously NFPA 472)

Profile of Users: General Public

Other Data as Required Necessary to Undertake Reviews of Service Levels: Occupational Health and Safety (OHS) Guide for Firefighting.



Training Division

The Training Division is responsible for planning, development, delivery and evaluation of all training for department members. Fort Saskatchewan follows NFPA Standards, industry best practices, regulatory requirements, and any other needs for fire or medical training.

PBB Program Area Description/Overview:

Training/Certification - Plan, develop, provide, and complete initial and ongoing training for all department employees; and as appropriate, assist other Departments with the training of City employees. (Excludes training for technical rescue and hazardous materials.)

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the <u>Program Summary Report</u>.

Training/Inventory/Volume/Demand:

Reason for Offering: Life Safety / Determined by Council

Volume: Training hours 1584 in 2023

Frequency or Response Timing: 24 hours/ 365 days per year

Policy Alignment: City of Fort Saskatchewan Fire Department Service Level Council Policy SAF-015-C

Legislation, Regulations or Standards: NFPA 1001 Standard, NFPA 1002 Standard and NFPA 1081 Standard.

Profile of Users: General Public

Community Safety Division

The Community Safety Division is responsible to enforcing the Alberta Fire Code while working with building code officials, building owners, and occupants. Fire prevention programs, life safety educational programs and community outreach all play a part to achieve community safety initiatives. Members from the Division support Operations by providing fire investigation, inspection information, and fire and building code interpretation. This Division also is a liaison with the City Building code officials.



Fire Prevention/Education & Enforcement

PBB Program Area Description/Overview:

Fire Prevention/Education & Enforcement – Engage with the community in non-emergency settings to provide prevention, preparedness and safety awareness and education through presentations, workshops, tours, visits and community events. Also, enforce the Alberta Fire Code within the community, while working with building code officials, building owners and occupants to inspect new and existing occupancies to ensure compliance with respective codes and regulations.

Inventory/Volume/Demand: 230 Inspections, Public Education, and Inspections in 2023 as per Fire Pro2 records management system.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the <u>Program Summary Report</u>.

Reason for Offering: As set out by the Quality Management Plan (QMP) Life Safety / Public Education

Frequency or Response Timing: 24 hours/ 365 days per year

Standard Operating Procedures/Specifications: Fire Department Standard Operating Guidelines and Standard Operating Procedures

Service Levels: Public Education programs are delivered upon request.

Service Levels:

Inspection Services		
Alberta Fire Code Compliance Constructions Fire Safety Plan reviews		
Occupancy loads evacuation	Safety Codes Officer Fire Inspection	As per Quality Management Plan
New plan reviews	discipline	Appendix 'C'
Development reviews		
Building Pre-Plans		

Policy Alignment: City of Fort Saskatchewan Fire Department Service Level Council Policy SAF-015-C

Legislation, Regulations or Standards: Quality Management Plan (QMP)

Profile of Users: General Public, Community Business and Industry

Emergency Management Division

The Emergency Management Division is responsible for emergency management and disaster response planning. The Division plans for and manages any major emergency events through the City's Emergency Coordination Centre (ECC) also providing city staff training and providing information to the public during events or activations.



Emergency Management and Preparation

PBB Program Area Description/Overview:

Emergency Management and Preparation - Develop and administer plans to respond to an emergency to ensure that the proper protocols and processes are in place to minimize harm to persons or property. Plan and coordinate the response to disaster events amongst service delivery providers through the Emergency Coordination Center (ECC).

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the <u>Program Summary Report.</u>

Reason for Offering: Life Safety

Frequency or Response Timing: 24 hours/ 365 days per year

Standard Operating Procedures/Specifications: Fire Department Standard Operating Guidelines and Standard Operating Procedures

Service Levels:

Policy Alignment: Emergency Management Bylaw #

Profile of Users: General Public, Community Business and Industry

Mutual/Auto Aid Partnerships

PBB Program Area Description/Overview:

Mutual/Auto Aid Partnerships – Coordinate with key stakeholder groups both within and outside Fort Saskatchewan, to develop, implement, train, and execute emergency response plans to ensure effectiveness and compatibility, while promoting awareness across the region and community.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the Program Summary Report.

Reason for Offering: Continued Partnership and relationships for level of service.

Inventory/Volume/Demand: 14 mutual aid calls (for service or service for us) as per Fire Pro2 records management system in 2023.

Frequency or Response Timing: 24 hours/ 365 days per year

